



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION**

**REQUEST FOR PROPOSALS
FOR
NEXT GENERATION INFORMATION TECHNOLOGY (IT)
TRAINING SERVICES**

RFP # 31701-03084

July 15, 2013

RFP CONTENTS

SECTIONS:

- 1. INTRODUCTION**
- 2. RFP SCHEDULE OF EVENTS**
- 3. PROPOSAL REQUIREMENTS**
- 4. GENERAL CONTRACTING INFORMATION & REQUIREMENTS**
- 5. PROPOSAL EVALUATION & CONTRACT AWARD**

ATTACHMENTS:

- 6.1. Proposal Statement of Certifications & Assurances**
- 6.2. Technical Proposal & Evaluation Guide**
- 6.3. Cost Proposal & Scoring Guide**
- 6.4. Reference Questionnaire**
- 6.5. Proposal Score Summary Matrix**
- 6.6. *Pro Forma* Contract**

1. INTRODUCTION

The State of Tennessee, Department of Finance and Administration, hereinafter referred to as “the State,” has issued this Request for Proposals (RFP) to define minimum service requirements; solicit proposals; detail proposal requirements; and, outline the State’s process for evaluating proposals and selecting a contractor to provide the needed service.

Through this RFP, the State seeks to buy the best services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, persons with a handicap or disability, and small business enterprises, opportunity to do business with the state as contractors and sub-contractors.

1.1. Statement of Procurement Purpose

The State is seeking a qualified vendor to provide a Next Generation Learning Program for approximately 1,600 State Information Technology (IT) staff. The program will constitute an organized effort to provide training for State IT staff to support the use of modern computer technologies. The training curriculum will be based on the required skills for each IT job classification. See Contract Attachment B for the State’s list of twenty-eight (28) known job classifications.

The Learning Organization goals are to be based upon the learners’ abilities to demonstrate mastery of subject matter as well as increasing the overall level of thinking, creativity and problem solving among the IT staff.

The successful contractor shall provide the services required by this RFP within the context of the technical environment described by the *Tennessee Information Resources Architecture* ("Technical Architecture"). Potential Proposers may request a copy of the Technical Architecture by submitting a written request to the RFP coordinator listed in RFP Section 1.4.2.1. When a contract is executed pursuant to this RFP, the Technical Architecture will be included as Contract Attachment C.

1.2. Scope of Service, Contract Period, & Required Terms and Conditions

The RFP Attachment 6.6., *Pro Forma* Contract details the State’s required:

- Scope of Services and Deliverables (Section A);
- Contract Period (Section B);
- Payment Terms (Section C);
- Standard Terms and Conditions (Section D); and,
- Special Terms and Conditions (Section E).

The *pro forma* contract substantially represents the contract document that the successful Proposer must sign.

1.3. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

1.4. RFP Communications

- 1.4.1. The State has assigned the following RFP identification number that must be referenced in all communications regarding this RFP:

RFP # 31701-03084

1.4.2. Unauthorized contact about this RFP with employees or officials of the State of Tennessee except as detailed below may result in disqualification from consideration under this procurement process.

- 1.4.2.1. Potential proposers must direct communications relating to this RFP to the following person designated as the RFP Coordinator.

Mitzi R. Hale
State of Tennessee
Department of Finance and Administration
Office for Information Resources
Vantage Place
44 Vantage Way, 4th Floor
Nashville, TN 37228
Telephone: 615-741-3735
Email: Mitzi.Hale@tn.gov

- 1.4.2.2. Notwithstanding the foregoing, potential proposers may contact:

- a. staff of the Governor's Office of Diversity Business Enterprise for assistance available to minority-owned, women-owned, and small businesses as well as general, public information relating to this RFP; and
- b. the following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

David Sledge
Title VI Coordinator
Tennessee Department of Finance and Administration
Human Resource Office
21st Floor, Tennessee Tower
312 Rosa L. Parks Avenue
Nashville, TN 37243
Phone: 615.532.4595
Fax: 615.741.3470
E-mail: David.Sledge@TN.gov

- 1.4.3. Only the State's official, written responses and communications will be binding with regard to this RFP. The State will consider oral communications of any type to be unofficial and non-binding.
- 1.4.4. Potential proposers must ensure that the State receives all written comments, including questions and requests for clarification, no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events.
- 1.4.5. Proposers must assume the risk of the method of dispatching any communication or proposal to the State. The State assumes no responsibility for delays or delivery failures resulting from the method of dispatch. Actual or digital "postmarking" of a communication or proposal to the State by a specified deadline date will not substitute for the State's actual receipt of a communication or proposal.

- 1.4.6. The State will convey all official responses and communications related to this RFP to the potential proposers from whom the State has received a Notice of Intent to Propose (refer to RFP Section 1.8).
- 1.4.7. The State reserves the right to determine, at its sole discretion, the method of conveying official, written responses and communications related to this RFP. Such written communications may be transmitted by mail, hand-delivery, facsimile, electronic mail, Internet posting, or any other means deemed reasonable by the State.
- 1.4.8. The State reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests related to this RFP. The State's official, written responses will constitute an amendment of this RFP.
- 1.4.9. Any data or factual information provided by the State (in this RFP, an RFP amendment or any other communication relating to this RFP) is for informational purposes only. The State will make reasonable efforts to ensure the accuracy of such data or information, however it is within the discretion of Proposers to independently verify any information before relying thereon.

1.5. Assistance to Proposers With a Handicap or Disability

Potential proposers with a handicap or disability may receive accommodation relating to the communication of this RFP and participating in the RFP process. Potential proposers may contact the RFP Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in the RFP Section 2, Schedule of Events.

1.6. Proposer Required Review & Waiver of Objections

- 1.6.1. Each potential proposer must carefully review this RFP, including but not limited to, attachments, the RFP Attachment 6.6., *Pro Forma* Contract, and any amendments, for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called "questions and comments").
- 1.6.2. Any potential proposer having questions and comments concerning this RFP must provide such in writing to the State no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events.
- 1.6.3. Protests based on any objection shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the Written Comments Deadline.

1.7. Pre-Proposal Conference

A Pre-Proposal Conference will be held at the time and date detailed in the RFP Section 2, Schedule of Events. Pre-Proposal Conference attendance is not mandatory, and potential proposers may be limited to a maximum number of attendees depending upon overall attendance and space limitations.

The conference will be held at:

State of Tennessee
Department of Finance and Administration
William Snodgrass Tennessee Tower, 3rd Floor, Conference Room N
312 Rosa L. Parks Ave.
Nashville, TN 37243

A photo ID is required for entrance to the William Snodgrass Tennessee Tower.

A potential Proposer may request information on a Dial-In option by submitting a written request (email is sufficient) to the RFP coordinator listed in RFP Section 1.4.2.1.

The purpose of the conference is to discuss the RFP scope of services. The State will entertain questions, however potential proposers must understand that the State's response to any question at the Pre-Proposal Conference shall be tentative and non-binding. Potential proposers should submit questions concerning the RFP in writing and must submit them prior to the Written Comments Deadline date detailed in the RFP Section 2, Schedule of Events. The State will send the official response to questions to potential proposers as indicated in RFP Section 1.8 and on the date detailed in the RFP Section 2, Schedule of Events.

1.8. Notice of Intent to Propose

Before the Notice of Intent to Propose Deadline detailed in the RFP Section 2, Schedule of Events, potential proposers should submit to the RFP Coordinator a Notice of Intent to Propose (in the form of a simple e-mail or other written communication). Such notice should include the following information:

- the business or individual's name (as appropriate)
- a contact person's name and title
- the contact person's mailing address, telephone number, facsimile number, and e-mail address

A Notice of Intent to Propose creates no obligation and is not a prerequisite for making a proposal, however, it is necessary to ensure receipt of any RFP amendments or other notices and communications relating to this RFP.

1.9. Proposal Deadline

A Proposer must ensure that the State receives a proposal no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. A proposal must respond, as required, to this RFP (including its attachments) as may be amended. The State will not accept late proposals, and a Proposer's failure to submit a proposal before the deadline will result in disqualification of the proposal.

2. RFP SCHEDULE OF EVENTS

2.1. The following RFP Schedule of Events represents the State's best estimate for this RFP.

EVENT	TIME (central time zone)	DATE (all dates are state business days)
1. RFP Issued		July 15, 2013
2. Disability Accommodation Request Deadline	2:00 p.m.	July 18, 2013
3. Pre-proposal Conference	2:00 p.m.	July 19, 2013
4. Notice of Intent to Propose Deadline	2:00 p.m.	July 22, 2013
5. Written "Questions & Comments" Deadline	2:00 p.m.	July 29, 2013
6. State Response to Written "Questions & Comments"		August 12, 2013
7. Proposal Deadline	2:00 p.m.	August 21, 2013
8. State Completion of Technical Proposal Evaluations		September 5, 2013
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	September 6, 2013
10. State Evaluation Notice Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	September 11, 2013
11. Contract Signing		September 23, 2013
12. Contractor Contract Signature Deadline	2:00 p.m.	September 30, 2013

2.2. **The State reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.** Any adjustment of the Schedule of Events shall constitute an RFP amendment, and the State will communicate such to potential proposers from whom the State has received a Notice of Intent to Propose (refer to section 1.8).

3. PROPOSAL REQUIREMENTS

3.1. Proposal Form

A response to this RFP must consist of two parts, a Technical Proposal and a Cost Proposal.

- 3.1.1. **Technical Proposal.** The RFP Attachment 6.2., Technical Proposal & Evaluation Guide details specific requirements for making a Technical Proposal in response to this RFP. The guide includes mandatory requirement items, general qualifications and experience items, and technical qualifications, experience, and approach items all of which must be addressed with a written response and, in some instances, additional documentation.

NOTICE: A technical proposal must not include any pricing or cost information. If any pricing or cost information amounts of any type (even pricing relating to other projects) is included in any part of the technical proposal, the state will deem the proposal to be non-responsive and reject it.

- 3.1.1.1. A Proposer must use the RFP Attachment 6.2., Technical Proposal & Evaluation Guide to organize, reference, and draft the Technical Proposal by duplicating the attachment, adding appropriate proposal page numbers as required, and using the guide as a table of contents covering the Technical Proposal.
- 3.1.1.2. A proposal should be economically prepared, with emphasis on completeness and clarity. A proposal, as well as any reference material presented, must be written in English and must be written on standard 8 ½" x 11" pages (although oversize exhibits are permissible). All proposal pages must be numbered.
- 3.1.1.3. All information and documentation included in a Technical Proposal should respond to or address a specific requirement detailed in the RFP Attachment 6.2., Technical Proposal & Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will not contribute to evaluations.
- 3.1.1.4. The State may determine a proposal to be non-responsive and reject it if:
- a. the Proposer fails to organize and properly reference the Technical Proposal as required by this RFP and the RFP Attachment 6.2., Technical Proposal & Evaluation Guide; or
 - b. the Technical Proposal document does not appropriately respond to, address, or meet all of the requirements and proposal items detailed in the RFP Attachment 6.2., Technical Proposal & Evaluation Guide.
- 3.1.2. **Cost Proposal.** A Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.3., Cost Proposal & Scoring Guide.

NOTICE: If a proposer fails to submit a cost proposal exactly as required, the state will deem the proposal to be non-responsive and reject it.

- 3.1.2.1. A Proposer must only record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide and must NOT record any other rates, amounts, or information.

- 3.1.2.2. The proposed cost shall incorporate ALL costs for services under the contract for the total contract period.
- 3.1.2.3. A Proposer must sign and date the Cost Proposal.
- 3.1.2.4. A Proposer must submit the Cost Proposal to the State in a sealed package separate from the Technical proposal (as detailed in RFP Sections 3.2.3., *et seq.*).

3.2. Proposal Delivery

A Proposer must deliver a proposal in response to this RFP as detailed below. The State will not accept a proposal delivered by any other method.

- 3.2.1. A Proposer must ensure that both the original Technical Proposal and Cost Proposal documents meet all form and content requirements detailed within this RFP for such proposals including but not limited to required signatures.
- 3.2.2. A Proposer must submit original Technical Proposal and Cost Proposal documents and copies as specified below.

- 3.2.2.1. One (1) original Technical Proposal paper document labeled:

“RFP # 31701-03084 TECHNICAL PROPOSAL ORIGINAL”

and six (6) copies of the Technical Proposal each in the form of one (1) digital document in “PDF” format properly recorded on its own otherwise blank, standard CD-R recordable disc labeled:

“RFP # 31701-03084 TECHNICAL PROPOSAL COPY”

The digital copies should not include copies of sealed customer references, however any other discrepancy between the paper Technical Proposal document and any digital copies may result in the State rejecting the proposal as non-responsive.

- 3.2.2.2. One (1) original Cost Proposal paper document labeled:

“RFP # 31701-03084 COST PROPOSAL ORIGINAL”

and one (1) copy in the form of a digital document in “XLS” format properly recorded on separate, blank, standard CD-R recordable disc labeled:

“RFP # 31701-03084 COST PROPOSAL COPY”

In the event of a discrepancy between the original Cost Proposal document and the digital copy, the original, signed document will take precedence.

- 3.2.3. A Proposer must separate, seal, package, and label the documents and discs for delivery as follows.

- 3.2.3.1. The Technical Proposal original document and copy discs must be placed in a sealed package that is clearly labeled:

**“DO NOT OPEN... RFP # 31701-03084 TECHNICAL PROPOSAL FROM
[PROPOSER LEGAL ENTITY NAME]”**

- 3.2.3.2. The Cost Proposal original document and copy disc must be placed in a separate, sealed package that is clearly labeled:

“DO NOT OPEN... RFP # 31701-03084 COST PROPOSAL FROM [PROPOSER LEGAL ENTITY NAME]”

- 3.2.3.3. The separately, sealed Technical Proposal and Cost Proposal components may be enclosed in a larger package for mailing or delivery, provided that the outermost package is clearly labeled:

“RFP # 31701-03084 SEALED TECHNICAL PROPOSAL & SEALED COST PROPOSAL FROM [PROPOSER LEGAL ENTITY NAME]”

- 3.2.4. A Proposer must ensure that the State receives a proposal in response to this RFP no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events at the following address.

Mitzi R. Hale
State of Tennessee
Department of Finance and Administration
Office for Information Resources
Vantage Place
44 Vantage Way, 4th Floor
Nashville, TN 37228

3.3. Proposal & Proposer Prohibitions

- 3.3.1. A proposal must not include the Proposer’s own contract terms and conditions. If a proposal contains such terms and conditions, the State, at its sole discretion, may determine the proposal to be a non-responsive counteroffer and reject it.
- 3.3.2. A proposal must not restrict the rights of the State or otherwise qualify either the offer to deliver services as required by this RFP or the Cost Proposal. If a proposal restricts the rights of the State or otherwise qualifies either the offer to deliver services as required by this RFP or the Cost Proposal, the State, at its sole discretion, may determine the proposal to be a non-responsive counteroffer and reject it.
- 3.3.3. A proposal must not propose alternate services (*i.e.*, offer services different from those requested and required by this RFP). The State will consider a proposal of alternate services to be non-responsive and reject it.
- 3.3.4. A Cost Proposal must not result from any collusion between Proposers. The State will reject any Cost Proposal that was not prepared independently without collusion, consultation, communication, or agreement with any other Proposer. Regardless of the time of detection, the State will consider any such actions to be grounds for proposal rejection or contract termination.
- 3.3.5. A Proposer must not provide, for consideration in this RFP process or subsequent contract negotiations, incorrect information that the Proposer knew or should have known was materially incorrect. If the State determines that a Proposer has provided such incorrect information, the State will deem the Proposer’s proposal non-responsive and reject it.
- 3.3.6. A Proposer must not submit more than one Technical Proposal and one Cost Proposal in response to this RFP. If a Proposer submits more than one Technical Proposal or more than one Cost Proposal, the State will deem all of the proposals non-responsive and reject them.
- 3.3.7. A Proposer must not submit a proposal as a prime contractor while also permitting one or more other Proposers to offer the Proposer as a subcontractor in their own proposals. Such may result in the disqualification of all Proposers knowingly involved. This restriction does not, however,

prohibit different Proposers from offering the same subcontractor as a part of their proposals (provided that the subcontractor does not also submit a proposal as a prime contractor).

3.3.8. A Proposer must not be (and the State will not award a contract to):

- a. an individual who is, or within the past six months has been, an employee of the State of Tennessee or who is a volunteer member of a State board or commission that votes for, lets out, overlooks, or any manner superintends the services being procured in this RFP;
- b. a company, corporation, or any other contracting entity in which an ownership of two percent (2%) or more is held by an individual who is, or within the past six months has been, an employee of the State of Tennessee (this will not apply either to financial interests that have been placed into a "blind trust" arrangement pursuant to which the employee does not have knowledge of the retention or disposition of such interests or to the ownership of publicly traded stocks or bonds where such ownership constitutes less than 2% of the total outstanding amount of the stocks or bonds of the issuing entity);
- c. a company, corporation, or any other contracting entity which employs an individual who is, or within the past six months has been, an employee of the State of Tennessee in a position that would allow the direct or indirect use or disclosure of information, which was obtained through or in connection with his or her employment and not made available to the general public, for the purpose of furthering the private interest or personal profit of any person; or,
- d. any individual, company, or other entity involved in assisting the State in the development, formulation, or drafting of this RFP or its scope of services (such person or entity being deemed by the State as having information that would afford an unfair advantage over other Proposers).

For the purposes of applying the requirements of this RFP subsection 3.3.8., the State will deem an individual to be an employee of the State of Tennessee until such time as all compensation for salary, termination pay, and annual leave has been paid, but the term "employee of the State of Tennessee" shall not include individuals performing volunteer services for the State of Tennessee.

3.4. **Proposal Errors & Revisions**

A Proposer is liable for any and all proposal errors or omissions. A Proposer will not be allowed to alter or revise proposal documents after the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events unless such is formally requested, in writing, by the State.

3.5. **Proposal Withdrawal**

A Proposer may withdraw a submitted proposal at any time before the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events by submitting a written request signed by an authorized Proposer representative. After withdrawing a proposal, a Proposer may submit another proposal at any time before the Proposal Deadline.

3.6. **Proposal of Additional Services**

If a proposal offers services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Notwithstanding the foregoing, a Proposer must not propose any additional cost amount(s) or rate(s) for additional services. Regardless of any additional services offered in a proposal, the Proposer's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information.

NOTICE: If a Proposer fails to submit a Cost Proposal exactly as required, the State will deem the proposal non-responsive and reject it.

3.7. Proposal Preparation Costs

The State will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

4. GENERAL CONTRACTING INFORMATION & REQUIREMENTS

4.1. RFP Amendment

The State reserves the right to amend this RFP at any time, provided that it is amended in writing. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential proposers to meet the proposal deadline and revise the RFP Schedule of Events if deemed appropriate. If an RFP amendment is issued, the State will convey it to potential proposers who submitted a Notice of Intent to Propose (refer to RFP Section 1.8). A proposal must respond, as required, to the final RFP (including its attachments) as may be amended.

4.2. RFP Cancellation

The State reserves the right, at its sole discretion, to cancel or to cancel and reissue this RFP in accordance with applicable laws and regulations.

4.3. State Right of Rejection

4.3.1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all proposals.

4.3.2. The State may deem as non-responsive and reject any proposal that does not comply with all terms, conditions, and performance requirements of this RFP. Notwithstanding the foregoing, the State reserves the right to waive, at its sole discretion, a proposal's minor variances from full compliance with this RFP. If the State waives variances in a proposal, such waiver shall not modify the RFP requirements or excuse the Proposer from full compliance with such, and the State may hold any resulting Contractor to strict compliance with this RFP.

4.4. Assignment & Subcontracting

4.4.1. The Contractor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFP without prior approval of the State. The State reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.

4.4.2. If a Proposer intends to use subcontractors, the proposal in response to this RFP must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFP Attachment 6.2., Section B, General Qualifications & Experience Item B.14.).

4.4.3. Subcontractors identified within a proposal in response to this RFP will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.

4.4.4. The Contractor resulting from this RFP may only substitute another subcontractor for a proposed subcontractor at the discretion of the State and with the State's prior, written approval.

4.4.5. Notwithstanding any State approval relating to subcontracts, the Contractor resulting from this RFP will be the prime contractor and will be responsible for all work under the Contract.

4.5. Right to Refuse Personnel

The State reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel of the prime contractor or a subcontractor providing service in the performance of a contract resulting from this RFP. The State will document in writing the reason(s) for any rejection of personnel.

4.6. Insurance

At any time, the State may require the Contractor resulting from this RFP to provide a valid, Certificate of Insurance indicating current insurance coverage meeting minimum requirements as may be specified by this RFP. A failure to provide said documentation will be considered a material breach and grounds for contract termination.

4.7. Professional Licensure and Department of Revenue Registration

- 4.7.1. All persons, agencies, firms, or other entities that provide legal or financial opinions, which a Proposer provides for consideration and evaluation by the State as a part of a proposal in response to this RFP, shall be properly licensed to render such opinions.
- 4.7.2. Before the Contract resulting from this RFP is signed, the apparent successful Proposer (and Proposer employees and subcontractors, as applicable) must hold all necessary, appropriate business and professional licenses to provide service as required. The State may require any Proposer to submit evidence of proper licensure.
- 4.7.3. Before the Contract resulting from this RFP is signed, the apparent successful Proposer must be registered with the Department of Revenue for the collection of Tennessee sales and use tax. The State shall not award a contract unless the Proposer provides proof of such registration. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation.

4.8. Disclosure of Proposal Contents

- 4.8.1. Each proposal and all materials submitted to the State in response to this RFP become the property of the State of Tennessee. Selection or rejection of a proposal does not affect this right. By submitting a proposal, a Proposer acknowledges and accepts that the full proposal contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee.
- 4.8.2. The State will hold all proposal information, including both technical and cost information, in confidence during the evaluation process. Notwithstanding the foregoing, a list of actual Proposers submitting timely proposals may be available to the public, upon request, after technical proposals are opened.
- 4.8.3. Upon completion of proposal evaluations, indicated by public release of an Evaluation Notice, the proposals and associated materials will be open for review by the public in accordance with *Tennessee Code Annotated*, Section 10-7-504(a)(7).

4.9. Contract Approval and Contract Payments

- 4.9.1. This RFP and its contractor selection processes do not obligate the State and do not create rights, interests, or claims of entitlement in either the Proposer with the apparent best-evaluated proposal or any other Proposer. State obligations pursuant to a contract award shall commence only after the contract is signed by the State agency head and the Contractor and after the Contract is approved by all other state officials as required by applicable laws and regulations.
- 4.9.2. No payment will be obligated or made until the relevant Contract is approved as required by applicable statutes and rules of the State of Tennessee.
 - 4.9.2.1. The State shall not be liable for payment of any type associated with the Contract resulting from this RFP (or any amendment thereof) or responsible for any work done by the Contractor, even work done in good faith and even if the Contractor is orally directed to proceed with the delivery of services, if it occurs before the Contract start date or after the Contract end date.

- 4.9.2.2. All payments relating to this procurement will be made in accordance with the Payment Terms and Conditions of the Contract resulting from this RFP (refer to RFP Attachment 6.6., *Pro Forma Contract*, Section C).
- 4.9.2.3. If any provision of the Contract provides direct funding or reimbursement for the competitive purchase of services or items to be delivered to the State as a component of contract performance or otherwise provides for the reimbursement of specified, actual costs, the State will employ all reasonable means and will require all such documentation that it deems necessary to ensure that such purchases were competitive and costs were reasonable, necessary, and actual. The Contractor shall provide reasonable assistance and access related to such review. Further, the State shall not remit, as funding or reimbursement pursuant to such provisions, any amount(s) which it determines did not result from a reasonably competitive purchase or do not represent reasonable, necessary, and actual costs.

4.10. **Contractor Performance**

The Contractor resulting from this RFP will be responsible for the completion of all service set out in this RFP (including attachments) as may be amended. All service is subject to inspection and evaluation by the State. The State will employ all reasonable means to ensure that service is progressing and being performed in compliance with the Contract, and the Contractor must cooperate with such efforts.

4.11. **Contract Amendment**

During the course of a Contract pursuant to this RFP, the State may request the Contractor to perform additional work within the general scope of the Contract and this RFP, but beyond the specified scope of service, and for which the Contractor may be compensated. In such instances, the State will provide the Contractor a written description of the additional work. The Contractor must respond to the State with a time schedule for accomplishing the additional work and a price for the additional work based on the rates included in the Contractor's proposal to this RFP. If the State and the Contractor reach an agreement regarding the work and associated compensation, such agreement must be effected by means of a Contract Amendment. Further, any such amendment requiring additional work must be signed by both the State agency head and the Contractor and must be approved by other state officials as required by applicable statutes and rules of the State of Tennessee. The Contractor must not commence additional work until the State has issued a written Contract Amendment with all required approvals.

4.12. **Severability**

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision will not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the State and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

5. PROPOSAL EVALUATION & CONTRACT AWARD

5.1. Evaluation Categories & Maximum Points

The State will consider qualifications, experience, technical approach, and cost in the evaluation of proposals and award points in each of the categories detailed below (up to the maximum evaluation points indicated) to each apparently responsive proposal.

EVALUATION CATEGORY	MAXIMUM POINTS POSSIBLE
General Qualifications & Experience (refer to RFP Attachment 6.2., Section B)	30
Technical Qualifications, Experience & Approach (refer to RFP Attachment 6.2., Section C)	40
Cost Proposal (refer to RFP Attachment 6.3.)	30

5.2. Evaluation Process

The proposal evaluation process is designed to award the contract resulting from this RFP not necessarily to the Proposer offering the lowest cost, but rather to the responsive and responsible Proposer offering the best combination of attributes based upon the evaluation criteria. ("Responsive Proposer" is defined as a Proposer that has submitted a proposal that conforms in all material respects to the RFP. "Responsible Proposer" is defined as a Proposer that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)

5.2.1. **Technical Proposal Evaluation.** The RFP Coordinator and the Proposal Evaluation Team (consisting of three or more State employees) will use the RFP Attachment 6.2., Technical Proposal & Evaluation Guide to manage the Technical Proposal Evaluation and maintain evaluation records.

- 5.2.1.1. The State reserves the right, at its sole discretion, to request Proposer clarification of a Technical Proposal or to conduct clarification discussions with any or all Proposers. Any such clarification or discussion will be limited to specific sections of the proposal identified by the State. The subject Proposer must put any resulting clarification in writing as may be required and in accordance with any deadline imposed by the State.
- 5.2.1.2. The RFP Coordinator will review each Technical Proposal to determine compliance with RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section A—Mandatory Requirements. If the RFP Coordinator determines that a proposal may have failed to meet one or more of the mandatory requirements, the Proposal Evaluation Team will review the proposal and document the team's determination of whether:
 - a. the proposal adequately meets requirements for further evaluation;
 - b. the State will request clarifications or corrections for consideration prior to further evaluation; or,
 - c. the State will determine the proposal non-responsive to the RFP and reject it.
- 5.2.1.3. Proposal Evaluation Team members will independently evaluate each Technical Proposal (that appears responsive to the RFP) against the evaluation criteria in this RFP, rather than against other proposals and will score each in accordance with the RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section B and Section C.

- 5.2.1.4. For each proposal evaluated, the RFP Coordinator will calculate the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section B and for Section C, and record each average as the proposal score for the respective Technical Proposal section.
- 5.2.1.5. Before Cost Proposals are opened, the Proposal Evaluation Team will review the Technical Proposal Evaluation record and any other available information pertinent to whether or not each Proposer is responsive and responsible. If the Proposal Evaluation Team identifies any Proposer that appears not to meet the responsive and responsible thresholds such that the team would not recommend the Proposer for Cost Proposal Evaluation and potential contract award, the team members will fully document the determination.
- 5.2.2. **Cost Proposal Evaluation.** The RFP Coordinator will open for evaluation the Cost Proposal of each apparently responsive and responsible Proposer that the Proposal Evaluation Team has effectively recommended for potential contract award and will calculate and record each Cost Proposal score in accordance with the RFP Attachment 6.3., Cost Proposal & Scoring Guide.
- 5.2.3. **Total Proposal Score.** The RFP Coordinator will calculate the sum of the Technical Proposal section scores and the Cost Proposal score and record the resulting number as the total score for the subject Proposal (refer to RFP Attachment 6.5., Proposal Score Summary Matrix).

5.3. **Contract Award Process**

- 5.3.1 The RFP Coordinator will submit the Proposal Evaluation Team determinations and proposal scores to the head of the contracting agency for consideration along with any other relevant information that might be available and pertinent to contract award.
- 5.3.2. The contracting agency head will determine the apparent best-evaluated proposal. (To effect a contract award to a Proposer other than the one receiving the highest evaluation process score, the head of the contracting agency must provide written justification and obtain the written approval of the Commissioner of Finance and Administration and the Comptroller of the Treasury.)
- 5.3.3. The State reserves the right to make an award without further discussion of any proposal.
- 5.3.4. The State will issue an Evaluation Notice identifying the apparent best-evaluated proposal and make the RFP files available for public inspection at the time and date specified in the RFP Section 2, Schedule of Events.

NOTICE: The Evaluation Notice shall not create rights, interests, or claims of entitlement in either the Proposer with apparent best-evaluated proposal or any other Proposer.

- 5.3.5. The Proposer identified as offering the apparent best-evaluated proposal must sign a contract drawn by the State pursuant to this RFP. The contract shall be substantially the same as the RFP Attachment 6.6., *Pro Forma* Contract. The Proposer must sign said contract no later than the Contract Signature by Contractor Deadline detailed in the RFP Section 2, Schedule of Events. If the Proposer fails to provide the signed contract by the deadline, the State may determine that the Proposer is non-responsive to this RFP and reject the proposal.
- 5.3.6. Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the *pro forma* contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP and contractor selection process.

- 5.3.7. If the State determines that a proposal is non-responsive and rejects it after opening Cost Proposals, the RFP Coordinator will re-calculate scores for each remaining responsive Cost Proposal to determine (or re-determine) the apparent best-evaluated proposal.
- 5.3.8. Before the Contract resulting from this RFP is signed, the apparent successful Proposer must be registered with the Department of Revenue for the collection of Tennessee sales and use tax. The State shall not approve a contract unless the Proposer provides proof of such registration. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation.

RFP ATTACHMENT 6.1.**RFP # 31701-03084 PROPOSAL STATEMENT OF CERTIFICATIONS AND ASSURANCES**

The Proposer must sign and complete the Proposal Statement of Certifications and Assurances below as required, and it must be included in the Technical Proposal (as required by RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section A, Item A.1.).

The Proposer does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Proposer will comply with all of the provisions and requirements of the RFP.
2. The Proposer will provide all services as defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract for the total contract period.
3. The Proposer accepts and agrees to all terms and conditions set out in the RFP Attachment 6.6., *Pro Forma* Contract.
4. The Proposer acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the contract.
5. The Proposer will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the proposal submitted in response to the RFP is accurate.
7. The proposal submitted in response to the RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the RFP or any resulting contract.
9. Both the Technical Proposal and the Cost Proposal submitted in response to the RFP shall remain valid for at least 160 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.

By signing this Proposal Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Proposer (if an individual) or the Proposer's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the proposing entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE PROPOSING ENTITY

SIGNATURE:

PRINTED NAME & TITLE:

DATE:

PROPOSER LEGAL ENTITY NAME:

PROPOSER FEDERAL EMPLOYER IDENTIFICATION NUMBER (or SSN):

RFP ATTACHMENT 6.2. — Section A**TECHNICAL PROPOSAL & EVALUATION GUIDE**

SECTION A: MANDATORY REQUIREMENTS. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

The RFP Coordinator will review the proposal to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the proposal and attach a written determination. In addition to the Mandatory Requirement Items, the RFP Coordinator will review each proposal for compliance with all RFP requirements.

PROPOSER LEGAL ENTITY NAME:			
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Proposal must be delivered to the State no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events.	
		The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).	
		The Technical Proposal must NOT contain cost or pricing information of any type.	
		The Technical Proposal must NOT contain any restrictions of the rights of the State or other qualification of the proposal.	
		A Proposer must NOT submit alternate proposals.	
		A Proposer must NOT submit multiple proposals in different forms (as a prime and a sub-contractor).	
	A.1.	Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
	A.3.	Provide a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.	
	A.4.	Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.	
	A.5.	Provide an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer (NOTE: A credit bureau report number without	

PROPOSER LEGAL ENTITY NAME:			
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		the full report is insufficient and will <u>not</u> be considered responsive.)	
	A.6.	Provide a reference, including contact name and phone number, that confirms an engagement in the past five (5) years where the Proposer designed, developed, and implemented a training curriculum. This training curriculum must have encompassed technical and soft skill learning with a participant population over 1500 conducted in a five (5) year time frame.	
<i>State Use – RFP Coordinator Signature, Printed Name & Date:</i>			

RFP ATTACHMENT 6.2. — SECTION B**TECHNICAL PROPOSAL & EVALUATION GUIDE**

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

PROPOSER LEGAL ENTITY NAME:		
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.
	B.2.	Describe the Proposer's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
	B.3.	Detail the number of years the Proposer has been in business.
	B.4.	Briefly describe how long the Proposer has been performing the services required by this RFP.
	B.5.	Describe the Proposer's number of employees, client base, and location of offices.
	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.
	B.7.	Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
	B.8.	Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
	B.9.	<p>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>
	B.10.	<p>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to</p>

RFP ATTACHMENT 6.2. — SECTION B (continued)

PROPOSER LEGAL ENTITY NAME:		
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
		submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.
	B.11.	Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).
	B.12.	Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.
	B.13.	Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.
	B.14.	<p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u> (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.
	B.15.	<p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> (a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises; (b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information: <ul style="list-style-type: none"> (i) contract description and total value (ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability) (iii) contractor contact and telephone number; (c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> (i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS) (ii) descriptions of anticipated contracts (iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and (d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability. <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand</p>

RFP ATTACHMENT 6.2. — SECTION B (continued)

PROPOSER LEGAL ENTITY NAME:		
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
		opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.
	B.16.	<p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract; (b) the procuring State agency name; (c) a brief description of the contract's scope of services; (d) the contract term; and (e) the contract number. <p>NOTES:</p> <ul style="list-style-type: none"> ▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points. ▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.
	B.17.	<p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> ▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u> ▪ three (3) completed projects. <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ul style="list-style-type: none"> (a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references. (b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope. (c) Instruct the person that will provide a reference for the Proposer to: <ul style="list-style-type: none"> (i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document); (ii) sign <u>and</u> date the completed, reference questionnaire; (iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided; (iv) sign his or her name in ink across the sealed portion of the envelope; and (v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed

RFP ATTACHMENT 6.2. — SECTION B (continued)

PROPOSER LEGAL ENTITY NAME:			
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items	
		<p>Technical Proposal).</p> <p>(d) <u>Do NOT open the sealed references upon receipt.</u></p> <p>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required.</p> <p>NOTES:</p> <ul style="list-style-type: none"> ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ The State will not review more than the number of required references indicated above. ▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information. 	
<p>SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): <i>(maximum possible score = 30)</i></p>			
<p><i>State Use – Evaluator Identification:</i></p>			

RFP ATTACHMENT 6.2. — SECTION C

TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

PROPOSER LEGAL ENTITY NAME:					
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.1.	Demonstrate the Proposer understands the State's requirements by providing a Preliminary Learning Approach document that includes a preliminary implementation plan. See Contract Section A.2.c.		5	
	C.2.	Provide resumes for all personnel types listed in Contract Section A.3 that include project management, facilitation, and instruction experience as well as education, practical experience, and certifications. Include the current distribution of time between facilitation/instruction and practical work effort.		4	
	C.3.	Describe the Proposer's methodology for handling ineffective Instructors and ineffective Learning Events. See Contract Section A.3.e.iii.		4	
	C.4.	Describe the Proposer's methodology that the Lead Project Manager and the Lead Facilitators will use for discovery of the State's environment to ensure appropriate standards and methodologies are used for course and curriculum development. See Contract Sections A.3.a and A.3.b.		4	
	C.5.	Given the Learning Events detailed in Contract Section A.5 and the job classifications listed in Contract Attachment B, describe the Proposer's methodology to create a blended approach (combination of ILT, OLL, and WBT) to learning.		3	
	C.6.	Provide examples of participant materials, in the same format the participants will receive for each Learning Event type listed in Contract Sections A.5.a.i.(1), (2), (3), and (5).		4	
	C.7.	Provide five (5) temporary login User IDs and passwords for the evaluators to the proposer's URL to allow evaluators to observe a virtual Online Live class being taught by an instructor during the evaluation period. See Contract Section A.5.a.i.2. for further detail. Use RFP Attachment 6.8. to provide the User IDs and passwords.		4	
	C.8.	Describe the Proposer's understanding of the Learning Event lifecycle (includes logistics, registration, enrollment, instruction, evaluation, assessments, participant follow up, reports, rosters, invoicing, and bill payment). See Contract		5	

RFP ATTACHMENT 6.2. — SECTION C (continued)

PROPOSER LEGAL ENTITY NAME:								
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score			
		Section A.5.						
	C.9.	Describe the Proposer's techniques and artifacts to evaluate training and participant proficiency as detailed in Contract Section A.7.		5				
	C.10.	Provide one example of a curriculum that meets the requirements detailed in Contract Section A.8.		4				
	C.11.	Provide one example of course content that meets the requirements detailed in Contract Section A.9.		4				
	C.12.	Provide examples of reports that meet the requirements detailed in Contract Section A.12.		3				
	C.13.	Provide five (5) temporary login User IDs and passwords for the evaluators to the <u>Proposer's Knowledge Center / Portal</u> . See Contract Section A.13. Use RFP Attachment 6.8. to provide the User IDs and passwords.		3				
	C.14.	List the Proposer's technical accreditations (for learner certification or PDUs). See Contract Section A.15.		3				
	C.15.	Describe the Proposer's course cancellation and rescheduling process and policy. See Contract Section A.14.d.		2				
<i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>								
Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i>								
<table border="0"> <tr> <td style="text-align: center;"> Total Raw Weighted Score <hr/> Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i> </td> <td style="text-align: center; vertical-align: middle;"> X 40 <i>(maximum possible score)</i> </td> <td style="text-align: center; vertical-align: middle;"> = SCORE: </td> </tr> </table>					Total Raw Weighted Score <hr/> Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>	X 40 <i>(maximum possible score)</i>	= SCORE:	
Total Raw Weighted Score <hr/> Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>	X 40 <i>(maximum possible score)</i>	= SCORE:						
<i>State Use – Evaluator Identification:</i>								
<i>State Use – RFP Coordinator Signature, Printed Name & Date:</i>								

RFP ATTACHMENT 6.3.**COST PROPOSAL & SCORING GUIDE****NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED**

COST PROPOSAL SCHEDULE— The Cost Proposal, detailed below, shall indicate the proposed price for the entire scope of service including all services defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract and for the entire contract period. The Cost Proposal shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract resulting from this RFP. All monetary amounts shall be in U.S. currency and limited to two (2) places to the right of the decimal point.

The proposed hourly rates, fixed prices per day, and fixed prices must be fully loaded to include all costs, administrative or otherwise, including travel expenses that the Contractor expects to charge; the State will not pay any additional fees apart from the hourly rates, fixed prices per day, and fixed prices. Upon Contract Award, the hourly rates, fixed prices per day, and fixed prices will be transcribed into Contract Section C.3.b.

The Proposer must enter only one rate per cost cell; the proposer must NOT enter more than one rate or a range of rates in a single cost cell. The Proposer must NOT add any other information to the Cost Proposal.

The Proposer may enter zero (0) in a required proposed cost cell; however, the Proposer should not leave any proposed cost cell blank. For evaluation and contractual purposes, the State shall interpret a blank Proposed Cost cell as zero (0).

NOTICE: The Evaluation Factor associated with each cost item is for evaluation purposes only. The evaluation factors do NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity. The evaluation factors shall NOT create rights, interests, or claims of entitlement in the Proposer.

Notwithstanding the cost items herein, pursuant to the second paragraph of the pro forma contract section C.1. (refer to RFP Attachment 6.6.), "The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract."

This Cost Proposal must be signed, in the space below, by an individual empowered to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If said individual is not the *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to legally bind the proposing entity.

PROPOSER SIGNATURE:	
PRINTED NAME & TITLE:	
DATE:	
PROPOSER LEGAL ENTITY NAME:	

Cost Item Description	Proposed Cost					State Use ONLY		
	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Sum	Evaluation Factor	Evaluation Cost (cost x factor)
Existing Course Customization (Contract Sections A.5.a.i.(1) and (2), A.9.c. and A.10.a.i.)	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR		2	
Existing Lab Customization (Learning, Competency, and Optional Team Labs). See Contract Sections A.5.a.i.(4) and (5), A.9.c. and A.10.a.i.	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR		2	
Existing WBT Customization (Contract Section A.5.a.i.(3) and A.10.a.i.)	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR		2	
Enhancement of Existing Curriculum Paths (Contract Sections A.8., A.9.c., and A.10.a.i.)	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR		2	
Professional Services Rate (Contract Section A.10.a.i.)	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR	\$ / HOUR		3	

RFP ATTACHMENT 6.3. (continued)

Cost Item Description	Proposed Cost					State Use ONLY		
	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Sum	Evaluation Factor	Evaluation Cost (cost x factor)
Instructor Led Training (ILT) Instruction. Fixed price per day to conduct/ facilitate the Learning Event. (Contract Section A.5.a.i.(1))	\$ / DAY	\$ / DAY	\$ / DAY	\$ / DAY	\$ / DAY		90	
On-Line Live (OLL) Instruction. Fixed price per day to conduct/ facilitate the Learning Event. (Contract Section A.5.a.i.(2))	\$ / DAY	\$ / DAY	\$ / DAY	\$ / DAY	\$ / DAY		70	
Lab Facilitation (Learning, Competency, and Optional Team Lab). Fixed price per day to conduct/ facilitate the Learning Event. (Contract Sections A.5.a.i.(4) and (5), and A.5.a.ii)	\$ / DAY	\$ / DAY	\$ / DAY	\$ / DAY	\$ / DAY		65	
Existing Web-Based Training (WBT) Course. Price per content hour of existing WBT content. (Contract Section A.5.a.i.(3))	\$ / Existing WBT Content Hour	\$ / Existing WBT Content Hour	\$ / Existing WBT Content Hour	\$ / Existing WBT Content Hour	\$ / Existing WBT Content Hour		65	

RFP ATTACHMENT 6.3. (continued)

Cost Item Description	Proposed Cost					State Use ONLY		
	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Sum	Evaluation Factor	Evaluation Cost (cost x factor)
New Web-Based Training (WBT) Development. Fixed Price to develop a new WBT. (Contract Sections A.5.a.i.(3) and A.10.a.ii.)	\$ / WBT	\$ / WBT	\$ / WBT	\$ / WBT	\$ / WBT		40	
New Curriculum Path Development. Fixed Price to develop a new Curriculum Path. (Contract Sections A.8. – A.8.g. and A.10.a.ii.)	\$ / CURRICULUM PATH	\$ / CURRICULUM PATH	\$ / CURRICULUM PATH	\$ / CURRICULUM PATH	\$ / CURRICULUM PATH		45	
New Course Development. Fixed Price to develop a new Course. (Contract Sections A.5.a.i.(1) and (2) and A.10.a.ii.)	\$ / COURSE	\$ / COURSE	\$ / COURSE	\$ / COURSE	\$ / COURSE		35	
New Lab Development (Learning, Competency, Optional Team Labs). Fixed Price to develop a new Lab. (Contract Sections A.5.a.i.(4) and (5), A.5.a.ii, and A.10.a.ii.)	\$ / LAB	\$ / LAB	\$ / LAB	\$ / LAB	\$ / LAB		45	

RFP ATTACHMENT 6.3. (continued)

Cost Item Description	Proposed Cost					State Use ONLY		
	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Sum	Evaluation Factor	Evaluation Cost (cost x factor)
Student Upcharge for each student over maximum classroom #, Fixed Price per student. (Contract Sections A.10.a.ii. and C.3.f.v.)	\$ / STUDENT	\$ / STUDENT	\$ / STUDENT	\$ / STUDENT	\$ / STUDENT		20	
EVALUATION COST AMOUNT (sum of evaluation costs above): The RFP Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.								
<div> <div>lowest evaluation cost amount from <u>all</u> proposals</div> <div>_____</div> <div>evaluation cost amount being evaluated</div> </div>							<div> <div>x 30 (maximum section score)</div> <div>= SCORE:</div> </div>	
<i>State Use – RFP Coordinator Signature, Printed Name & Date:</i>								

REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment MUST be completed by all individuals offering a reference for the Proposer.

The Proposer will be solely responsible for obtaining completed reference questionnaires as required (refer to RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section B, Item B.17.), and for enclosing the sealed reference envelopes within the Proposer's Technical Proposal.

RFP # 31701-03084 PROPOSAL REFERENCE QUESTIONNAIRE**REFERENCE SUBJECT: PROPOSER NAME (completed by proposer before reference is requested)**

The "reference subject" specified above, intends to submit a proposal to the State of Tennessee in response to the Request for Proposals (RFP) indicated. As a part of such proposal, the reference subject must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire;
- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

(1) **What is the name of the individual, company, organization, or entity responding to this reference questionnaire?**

(2) **Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.**

NAME:	
TITLE:	
TELEPHONE #	
E-MAIL ADDRESS:	

(3) **What services does /did the reference subject provide to your company or organization?**

(4) **What is the level of your overall satisfaction with the reference subject as a vendor of the services described above?**

Please respond by circling the appropriate number on the scale below.

	1	2	3	4	5	
least						most
satisfied	—	—	—	—	—	satisfied

RFP # 31701-03084 PROPOSAL REFERENCE QUESTIONNAIRE — PAGE 2

If you circled 3 or less above, what could the reference subject have done to improve that rating?

- (5) If the services that the reference subject provided to your company or organization are completed, were the services completed in compliance with the terms of the contract, on time, and within budget? If not, please explain.
- (6) If the reference subject is still providing services to your company or organization, are these services being provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.
- (7) How satisfied are you with the reference subject's ability to perform based on your expectations and according to the contractual arrangements?
- (8) In what areas of service delivery does /did the reference subject excel?
- (9) In what areas of service delivery does /did the reference subject fall short?
- (10) What is the level of your satisfaction with the reference subject's project management structures, processes, and personnel?

Please respond by circling the appropriate number on the scale below.

	1	2	3	4	5	
least						most
satisfied	—	—	—	—	—	satisfied

What, if any, comments do you have regarding the score selected above?

RFP # 31701-03084 PROPOSAL REFERENCE QUESTIONNAIRE — PAGE 3

- (11) Considering the staff assigned by the reference subject to deliver the services described in response to question 3 above, how satisfied are you with the technical abilities, professionalism, and interpersonal skills of the individuals assigned?

Please respond by circling the appropriate number on the scale below.

	1	2	3	4	5	
least						most
satisfied	—	—	—	—	—	satisfied

What, if any, comments do you have regarding the score selected above?

- (12) Would you contract again with the reference subject for the same or similar services?

Please respond by circling the appropriate number on the scale below.

	1	2	3	4	5	
least						most
satisfied	—	—	—	—	—	satisfied

What, if any, comments do you have regarding the score selected above?

REFERENCE SIGNATURE:

(by the individual completing this request for reference information)

(must be the same as the signature across the envelope seal)

DATE:

RFP ATTACHMENT 6.5.**PROPOSAL SCORE SUMMARY MATRIX**

	<i>PROPOSER NAME</i>		<i>PROPOSER NAME</i>		<i>PROPOSER NAME</i>	
GENERAL QUALIFICATIONS & EXPERIENCE (maximum: 30)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH (maximum: 40)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
COST PROPOSAL (maximum: 30)	SCORE:		SCORE:		SCORE:	
TOTAL PROPOSAL EVALUATION SCORE: (maximum: 100)						
<i>RFP Coordinator Signature, Printed Name & Date:</i>						

RFP # 31701-03084 *PRO FORMA* CONTRACT

The *pro forma* contract detailed in following pages of this exhibit contains some “blanks” (signified by descriptions in capital letters) that will be completed with appropriate information in the final contract resulting from the RFP.

**CONTRACT
BETWEEN THE STATE OF TENNESSEE,
DEPARTMENT OF FINANCE AND ADMINISTRATION
AND
CONTRACTOR NAME**

This Contract, by and between the State of Tennessee, Department of Finance and Administration, hereinafter referred to as the 'State' and Contractor Legal Entity Name, hereinafter referred to as the "Contractor," is for the provision of Information Technology (IT) training services, as further defined in the "SCOPE OF SERVICES."

The Contractor is **a/an Individual, For-Profit Corporation, Non-Profit Corporation, Special Purpose Corporation Or Association, Partnership, Joint Venture, Or Limited Liability Company.**

Contractor Place of Incorporation or Organization: **Location**

Contractor Edison Registration ID # **Number**

A. SCOPE OF SERVICES:

A.1. The Contractor shall provide all services and deliverables as required, described, and detailed herein and shall meet all service and delivery timelines as specified by this Contract.

- a. Under the terms of this Contract and at the State's request, the Contractor will provide a Next Generation Learning Program for approximately 1,600 State Information Technology (IT) staff. The program will constitute an organized effort to provide training for State IT staff to support the use of modern computer technologies. The training curricula will be based on the required skills for each IT job classification. See Contract Attachment B for the State's list of twenty-eight (28) known job classifications.

The Learning Organization goals are to be based upon the learners' abilities to demonstrate mastery of subject matter as well as increasing the overall level of thinking, creativity and problem solving among the IT staff.

A.2. The Contractor shall participate with the State in a kickoff session to be held in Nashville, Tennessee within five (5) business days after the Contract is fully-executed with all appropriate State signatures. The Lead Project Manager and the Lead Facilitators are required to attend this kickoff session. This session will address, but not be limited to, the following:

- a. Introduction of key project resources, review of project team organization chart, roles and responsibilities, review of State's expectations and timelines, a review/demo of the Contractor's Learning Management System (LMS) and Edison's Enterprise Learning Management (ELM) module and, if appropriate, initial project schedule and deliverables.

- i. The Contractor will be expected to provide Learning Events for the following Job Classifications within six (6) weeks of Contract signing:

(1) Web-based Training (WBT):

- (a) Orientation to Tennessee IT Governance and Customer Service Mission
- (b) Orientation to Tennessee Standard System Development Lifecycle Process

(2) Instructor-led Training (ILT) and/or On-Line Live (OLL):

- (a) Business Analyst
- (b) Project Manager
- (c) Database Administrator
- (d) Developer

- b. Schedule for initial and subsequent status meetings with the stakeholders. The Contractor shall conduct status meetings at least weekly unless otherwise approved by the State.

Thereafter, all ongoing meetings shall be conducted on a State-specified schedule. Such meetings shall be either by phone or on-site at the offices of the State, as determined by the State and shall include the Lead Project Manager, Lead Facilitators, and other appropriate Contractor and State staff.

- c. Most efficient training approach to accommodate the number of participants identified to take courses and/or labs. This discussion shall be based on the Preliminary Learning Approach document, which was provided in response to the Request for Proposals. The Contractor shall maintain the Learning Approach document and update it as necessary throughout the life of the Contract.

A.3. Personnel.

The Contractor shall provide the following personnel:

a. Lead Project Manager

- i. The Contractor shall provide a full-time Lead Project Manager dedicated to this Contract. They will be the State's primary contact for the day-to-day matters related to the implementation and ongoing services and deliverables of this Contract. The Lead Project Manager is required to be on-site in Nashville, Tennessee for at least the first three (3) months of the Contract.
- ii. Meetings – The Lead Project Manager will be required to attend and/or setup the meetings agreed to in Contract Section A.2. above.
- iii. The Contractor shall include all personnel costs for the Lead Project Manager within the rates proposed for the Learning Events. The State will not provide separate, additional compensation for the Lead Project Manager.

b. Lead Facilitators

The Contractor shall provide one full-time, on-site, Lead Facilitator for each Job Classification and who will be dedicated to this Contract. The Lead Facilitator shall be onsite for at least two (2) weeks during curriculum development. See Contract Attachment B for a listing of the known Job Classifications. The Lead Facilitator will be responsible for the following:

- i. Oversight of the development and delivery of all Curriculum Path Learning Events within a Job Classification.
- ii. Development of all Competency Lab content for all Curriculum Paths within a Job Classification, including Competency Lab Assessments.
- iii. Work with the Lead Project Manager to forecast demand, schedule and staff all Learning Events within the Job Classification.
- iv. Select and manage Facilitator and Instructor staff within a Job Classification and ensure they are qualified and any replacements are brought up-to-date.
- v. Provide all Evaluation and Assessment data to the Lead Project Manager along with recommendations for improvement.
- vi. Function as a Facilitator for some Competency Labs within their assigned Classification Curriculum as well as an Instructor for Learning Events within their area(s) of expertise.

- vii. The State will compensate the Contractor for Lead Facilitator services in accordance with Contract Section C.3.b.
- c. Facilitators – A Facilitator is defined as a practicing professional demonstrating multiple years of experience at the master level within one (or more) of the job classifications represented by the Curriculum Paths and is primarily tasked with increasing ability and competence across a job classification. The Facilitator must possess an advanced level of problem solving and team coordination ability.
 - i. Facilitators will develop and moderate Learning Labs, Competency Labs and Optional Team Labs, and will be primarily responsible for the assessment of participant competence before, during and after these Learning Events.
 - ii. The Facilitator will determine if a participant's skills are sufficient or not, and, if not, guide them to additional critical thinking and information to increase competence.
 - iii. The Contractor will obtain written approval from the State for all Facilitator-developed Labs.
 - iv. The Facilitator may be required to be onsite during course development depending on the complexity of the curricula.
 - v. The Facilitator will work onsite and closely with State staff to identify and suggest "Best Practices".
 - vi. The State will compensate the Contractor for Facilitator services in accordance with Contract Section C.3.b.
- d. Instructors – An Instructor is defined as a specialist within a certain range of knowledge who is also able to help participants become engaged with that specialty through acquisition of the needed knowledge and skills.
 - i. An Instructor will be onsite to present live classroom sessions, moderate on-line live (web-based, virtual) Learning Events, and/or moderate Micro-Labs within Learning Events. See Contract Sections A.5. and A.17. for definitions of the Learning Events and other important terms.
 - ii. The State will compensate the Contractor for Instructor services in accordance with Contract Section C.3.b.
- e. Service Level Agreements
 - i. All Contractor staff assigned to this Contract shall be subject to State approval. This includes the key personnel assignments of the Lead Project Manager and the Lead Facilitators. If staff replacement is necessary, the Contractor must replace assigned staff with equal or higher skills and experience.

For each day that elapses during which the Contractor fails to replace the Lead Project Manager or the Lead Facilitators with staff acceptable to the State, the Contractor will pay the State [INSERT THE BID AMOUNT PROPOSED BY THE SUCCESSFUL PROPOSER FOR AN ILT LEARNING EVENT (\$WRITTEN NUMBER)] per day until a satisfactory replacement is provided by the Contractor.
 - ii. The Contractor is required to notify the State in writing of changes to the Lead Project Manager or the Lead Facilitators. This notification must be received a minimum of five (5) business days prior to the change. For each instance in which the Contractor fails to provide the required notification, the Contractor will

pay the State [INSERT THE BID AMOUNT PROPOSED BY THE SUCCESSFUL PROPOSER FOR AN ILT LEARNING EVENT (\$WRITTEN NUMBER)].

iii. The State will evaluate the effectiveness of the Learning Events, including the performance of the Instructor, Lead Facilitator, or Facilitator, as follows:

(1) The State will assess the effectiveness of the following Learning Events:

- (a) ILT
- (b) OLL
- (c) Competency Lab
- (d) WBT (optional)

(2) For each of the above Learning Events, the State may use any or all of the following evaluation instruments, as the State deems appropriate:

- (a) Course Reaction – For the “Level 1: Reaction” evaluation level, the State will isolate those portions of the Level 1 evaluation instrument that are within the Contractor’s control (including, but not limited to, aspects such as Instructor quality, quality and organization of learning materials, etc.).

For those aspects that are within the Contractor’s control, Contractor success is defined as the Contractor achieving an average rating of at least four (4) out of five (5) on the Likert Scale.

- (b) Post Assessment – The State will use various forms of State-approved post-assessment evaluation instruments, such as tests, to determine the effectiveness of the Learning Event. Contractor success is defined as the Contractor achieving a State established “Pass Rate” of at least ninety percent (90%) of the students that are enrolled in the Learning Event.

- (c) Audit (Rubric) – A State Training Management Representative will attend the course and observe the Instructor, Lead Facilitator, or Facilitator.

The State will use the following rubric to assess the competency of the Instructor, Lead Facilitator, or Facilitator:

Category	Rating 1 - 5
Communication	
Preparation	
Student Engagement	
Subject Mastery	
Judgment (Lead Facilitators and Facilitators only)	
Overall Effectiveness	

Ratings =

- 1 – unacceptable
- 2 – poor
- 3 – average (expected quality)
- 4 – above average
- 5 – superior

The State Training Management Representative(s) will be instructed to start with all ratings at '3', and move up or down as appropriate.

The State expects the Instructor, Lead Facilitator, or Facilitator to have an average rating value of '3'.

Any '2' ratings must be mitigated, as demonstrated by improved performance in a subsequent Learning Event. The Contractor's failure to improve may be grounds for the dismissal of the Instructor, Lead Facilitator, or Facilitator, at the State's discretion.

Any '1' rating may be grounds for the dismissal of the Instructor, Lead Facilitator, or Facilitator, at the State's discretion.

- (3) State's Recourse in the Event of Ineffective Training – In the event that a Learning Event is unsuccessful, as measured by any of the metrics described in A.3.e.iii.(2) above, the State shall have the option to invoke any of the following mitigation measures:
 - (a) The Contractor shall, at no cost to the State, provide for all students that attended the failed Learning Event to attend a Repeat Class of the same Learning Event, during a reasonable timeframe selected by the State. The Contractor is expected to correct the causes of the failed Learning Event prior to providing the Repeat Class. If the Repeat Class is also a failure, by one or more of the metrics described above, the Contractor shall correct the causes and, at no cost to the State, provide a second Repeat Class to the affected students; the Contractor shall also compensate the State, in an amount equal to the cost of the Learning Event, as detailed in Contract Section C.3.b. This reimbursement shall be in the form of a future invoice reduction, or other means acceptable to the State.
 - (b) With regard to the Audit (Rubric) assessment instrument, the State may request that the Contractor replace the Instructor, Lead Facilitator, or Facilitator with personnel capable of providing a successful Learning Event. This in no way implies that the State is requesting that the Contractor dismiss the personnel from the Contractor's employment, but only that the Contractor must remove the personnel from the Learning Event in question.

A.4. General Project Information.

- a. Most work will be performed within normal State business hours (8:00 AM to 4:30 PM CT), excluding weekends and State holidays. However, "after hours" work by State and/or Contractor personnel may be required as mutually agreed by the parties.
- b. The State will provide a work area for the Lead Project Manager and one (1) Lead Facilitator. The State will provide basic office supplies; access to telephones, copy machines, and printers; and, if necessary, connections to the State's network. The State will not provide any other computing equipment or supplies.

- c. State's Technical Architecture. The Contractor staff shall provide all services requested through this Contract within the context of the technical environment described by the State's *Tennessee Information Resources Architecture* (Technical Architecture), herein incorporated as Contract Attachment C. The State reserves the right to amend the Technical Architecture throughout the term of the Contract.
 - d. The State reserves the right to attend and monitor any Learning Event to assess the competency of the Instructors, Lead Facilitators, and Facilitators. The State will use the rubric found in Contract Section A. 3.e.iii.
- A.5. Learning Events. The Contractor shall deliver all Learning Event content to the State's participants. A Learning Event is defined as a formal transfer of knowledge and skill to satisfy one or more learning objectives.
- a. The Contractor shall provide / support, at a minimum, the following required and optional Learning Events:
 - i. Required Learning Events:
 - (1) Instructor-led Training (ILT) – Instructor-led Training is formal classroom-based instruction based on specific learning objectives and may include Micro-Labs when appropriate. With the exception of the Learning Events identified in Contract Section A.2.a(i)(2), the Contractor shall provide Learning Event outlines (Module/Topic/Objectives) to the State for review and approval at least two months prior to the first delivery of the Pilot Learning Event. The State requires one (1) Pilot for every ILT, with one month between the Pilot and full implementation of the event State-wide for review of evaluation results and revisions to the Learning Event. The State reserves the right to cancel the Learning Event at any time during the contract term.
 - (2) On-Line Live (OLL) – On-Line Live training is Instructor-led Training delivered via the Intra- or Internet allowing participant's asynchronous or synchronous ability as appropriate. With the exception of the Learning Events identified in Contract Section A.2.a(i)(2), the Contractor shall provide Learning Event outlines (Module/Topic/Objectives) to the State for review and approval at least two months prior to the first delivery of the Pilot Learning Event. The State requires one (1) Pilot for every OLL (if applicable), with one month between the Pilot and full implementation of the event State-wide for review of evaluation results and revisions to the Learning Event. The State reserves the right to cancel the Learning Event at any time during the contract term.

The Contractor shall provide the ability for the participant to review the OLL course up to six (6) months after course completion.
 - (3) Web-based Training (WBT) – Web-based Training is a self-paced Learning Event delivered via the Intra- or Internet without a live Instructor (though it can include capability to reach a live instructor via chat, email, etc.). Web-based Training will be instruction-based on specific learning objectives. With the exception of the Learning Events identified in Contract Section A.2.a(i)(1), the Contractor shall provide Learning Event outlines (Module/Topic/Objectives) to the State for review and approval at least two months prior to the release of the content and/or two months prior to the WBT creation (programming) for review and approval. Evaluation results shall be analyzed and revisions to the Learning Event made prior to State-wide release. The State reserves the right to remove the Learning Event from the curriculum at any time during the contract term.

- (4) Learning Lab - The Learning Lab will allow participants the opportunity to practice the knowledge, skills, and abilities learned in formal Learning Events in a simulated, non-assessed environment. The Learning Labs are, in short, "practice labs" to prepare participants for the Competency Lab experience.

The State expects the majority of the Learning Labs will be non-facilitated; however, the State reserves the right to require the Contractor to provide facilitation if applicable. If the State requires the Contractor to facilitate a Learning Lab, the Facilitator may, at the State's request, develop exercises and/or simulations that will require demonstration of learned knowledge, skills and abilities. As opposed to the Competency Lab in which participants are assessed, in the Learning Labs, the Facilitator provides coaching, identifies areas in which knowledge skill or ability is weak, and encourages continued practice. Learning Lab results are known only to the individual participant and the Facilitator.

- (5) Competency Lab – The Competency Lab will test a participant's ability to apply the most critical knowledge, skills and learned behaviors from an entire curriculum to demonstrate the participant's competence. For some Curriculum Paths, the State may not require Competency Labs. However, for other Curriculum Paths, the State may require one or more Competency Labs. For example, referencing RFP Attachment 6.7, the State may require Competency Labs at the completion of the work associated with each experience level (Associate, Intermediate, Advanced, or Lead).

The Competency Labs will be developed and moderated by the Lead Facilitator and/or a Facilitator designee and should be as close to true working conditions as possible. The Lead Facilitator and/or a Facilitator designee will assess participants' competence by providing exercises/tasks encompassing the skills, knowledge, and behaviors provided in a Curriculum Path. The detailed results of the Competency Lab Assessment at the participant level will only be known to the Classification Lead Facilitator and the participant.

ii. Optional Learning Event:

- (1) Optional Team Lab – Whereas in a Competency or Learning Lab participants hold the same position and are practicing new knowledge, skills and behaviors based on scenarios, in a Team Lab participants hold various positions representing the whole of an IT organization or project. For instance, in a Team Lab, there may be a Project Manager, a Business Analyst, an Architect, a Developer, etc. These labs will use a "real world" project to allow participants to practice new knowledge, skills and behaviors while doing their real jobs. These labs will be facilitated by one or more Facilitators in order to provide each individual with observations and coaching to continue to improve knowledge, skill and behavior.

The Optional Team Lab will be developed and led by Lead Facilitator(s) and/or Facilitator(s) only when requested by the State.

- b. The Contractor will provide, for all Learning Events, the Pass/Fail record to the individual participant, his/her direct State supervisor and will be recorded in the participant's Edison learning record (ELM).
- c. To support the ILT, Learning Lab, Competency Lab, and Optional Team Lab Learning Events, the State shall provide two computer classrooms located in the Tennessee Tower

in Nashville, Tennessee. Each classroom has twenty (20) student workstations and one (1) instructor workstation. In each classroom, the State will also make available a ceiling-mounted data projector, dedicated server, and local network connectivity.

- d. To support the ILT, Learning Lab, Competency Lab, and Optional Team Lab Learning Events, the Contractor shall be responsible for the following:
 - i. Classroom Setup (ILT and OLL) including configuring and testing computers
 - ii. Install files and software
 - iii. Educational Licenses for software
 - iv. Student Materials – hardcopy or digital
- e. The Contractor will provide, at no cost to the State, the option for any participant to retake (regardless of Pass/Fail record) an ILT or OLL Learning Event when space is available.
- f. The Contractor will be responsible for the development of ILT and OLL classroom content for Curriculum Paths within a Job Classification.
- g. The State will compensate the Contractor for all Learning Events in accordance with Contract Section C.3.b. The State will not reimburse the Contractor for any travel or any other ancillary costs related to the preparation, support, delivery, or execution of Learning Events.

- A.6. Information Security Compliance. Contractor warrants to the State that it is familiar with the requirements of the State of Tennessee Enterprise Information Security Policies, and has measures in place that ensure that all data records are transported, stored and accessed in a secure manner. All data is property of the State of Tennessee. The system or contractor must meet or exceed the State's information security requirements for access control, authentication, storage, data destruction, system maintenance and patching and must be compliant with best practices for secure application development as defined in ISO/IEC 27000 series. The State of Tennessee Information Security policy can be found at the following link:

<http://www.tn.gov/finance/oir/security/docs/PUBLIC-Enterprise-Information-Security-Policies-v1-6.pdf>

Contractor warrants that it will cooperate with the State in the course of performance of the Contract so that both parties will be in compliance with State Enterprise Information Security Policies requirements and any other state and federal computer security regulations including cooperation and coordination with State computer security officials and other compliance officers required by its regulations. Contractor shall bear the expense of and require any staff that has access to systems or data that the State designates as sensitive or protected to undergo background checks that are inclusive of both criminal and financial history and shall provide proof of satisfactory results.

Contractor agrees to abide by the following:

- a. Not attaching any non-state owned computers to any state network without previous State-provided, written certificate of compliance with minimum state security standards;
- b. All client and server computer security settings and software must be maintained to meet or exceed minimum state security standards;
- c. Once established, no security provisions for firewalls, client and server computers will be modified without written state approval;
- d. Current updated virus software and virus definition files that are enabled to perform real time scans will be maintained on all contractor-supplied hardware;
- e. Dialup modem use is specifically disallowed while attached to the state network;

- f. Contractor will not install or utilize remote control or file sharing software unless explicitly approved by the State; and
- g. Utilize best practice authentication methods to prevent access from unauthorized individuals and entities.

A.7. Training Evaluation and Participant Proficiency Assessment.

- a. The Contractor will be required to provide standard Training Industry Level 1, 2, and 3 evaluations of all Learning Events, as well as Competency Lab Assessments, to indicate both the quality of the training and the participant's competency or mastery of the subject.
- b. The State defines these levels:
 - i. Level 1: Reaction – These evaluations measure how participants reacted to the learning event, including their perception of the environment, quality of instruction, quality of instructional materials and personal assessment of their own completion of the learning objectives.
 - ii. Level 2: Learning – This level includes formal assessment of skills via tests, demonstrations, observation, etc. This level of evaluation measures what participants have learned during the event based on a list of specific learning objectives, and thus, measures the effectiveness of the training to impart those skills.
 - iii. Level 3: Behavior/Application – Evaluations at this level measure how far participants have changed their behavior or applied new skills back on the job or in a separate lab situation.
 - iv. Competency Lab Assessment – In addition to the industry-standard evaluations, the Contractor shall develop comprehensive assessments to be used before, during and after Competency Labs to gauge a participant's grasp of the competencies of the position they hold, as well as, to gauge a participant's readiness for movement to another position(s).
- c. At the State's option, the Contractor is to provide to every participant in a Learning Event, with the exception of a Learning Lab, a pre- and post-assessment.
- d. The Contractor shall obtain prior, written State-approval for all assessment vehicles to be administered in the course of this Contract.

A.8. Curriculum Paths.

- a. The State shall provide the Contractor with four (4) fully-developed job classification curricula which detail the Curriculum Paths for those Job Classifications and includes proposed learning events, topics, and objectives. See RFP Attachment 6.9 for the four (4) examples. These examples are among the total of twenty-eight (28) known Job Classifications. Note that the State reserves the right to add or delete Job Classifications throughout the Contract term. Such modifications to the Job Classification list shall not require a Contract amendment.
- b. There may be one or more Curriculum Paths within a given Job Classification; for example, the Developer Job Classification contains two Curriculum Paths, JAVA and .NET. Nevertheless, the majority of Job Classifications will have only one Curriculum Path.
- c. A fully-developed Curriculum Path will contain five (5) Areas of Competency:

- i. Technical Training
 - ii. Organizational/Process Training
 - iii. Communication Training
 - iv. Practical Reasoning Training
 - v. Leadership Training (as required by job classifications)
- d. The Contractor shall be primarily responsible for the development and enhancement of Curriculum Paths, including all documentation associated therewith, with assistance and input from the State. The Curriculum Path will include a matrix that displays how each Knowledge, Skill, and Ability (KSA) maps to a Learning Event. See Contract Section A.17. for a definition of KSA.
 - e. The Contractor will develop and/or enhance the Curriculum Paths in accordance with the format found in the examples given in RFP Attachment 6.9. An acceptable Curriculum Path document must meet or exceed the level of detail and rigor contained in the examples.
 - f. The Contractor will use the Curriculum Paths developed for each Job Classification to develop Learning Lab and Competency Lab simulations, exercises and experiences. These labs will enable participants to integrate the skills, knowledge and behaviors introduced in all Learning Events in the curriculum.
 - g. The State will compensate the Contractor for the creation and enhancement of Curriculum Paths in accordance with Contract Section C.3.b. The enhancement of a given Curriculum Path is solely at the State's option.
 - h. The Contractor will, in addition to the development of Curriculum Paths and/or enhancement of existing Curriculum Paths, also provide the Lead Facilitators, Facilitators, and Instructors to facilitate/ instruct these new courses.

A.9. Content Development.

The Contractor shall provide learning content in one of three ways: As Is, Tailored, Customized

- a. As Is - If the Contractor has content offerings that meet the State's requirements within a Curriculum Path and no modification is necessary, the State will take delivery of the Learning Event "as is."
- b. Tailored - If the Contractor's recommended content does not meet the State's requirements due to module/topic/objective order, the State's methodology, or if the State prefers to use its own specific forms/policies/procedures, the Contractor shall "tailor" the existing Learning Event to rearrange content and/or add/replace existing forms/policies/procedures with the State's specific forms/policies/procedures at no additional cost to the State.
- c. Customized – If the Contractor's recommended content does not meet the State's requirements due to lack of content, the State's unique requirements, or if the content must be changed materially (re-written) to meet the State's requirements, the Contractor shall custom develop content using standard instructional design methodology (ADDIE) using State staff as Subject Matter Experts (SMEs). See Contract Section A.10. below for more detail.

A.10. Customization Process.

- a. The Contractor shall provide customization services as requested and authorized by the State. Within the customization process, from the standpoint of compensation, there are two categories of customization: hourly rate and fixed rate.

- i. Within the hourly rate compensation category are the following customization services: customization of existing courses, labs, and/or WBTs; enhancement of existing Curriculum Paths; and for professional services not identified elsewhere in the Contract.

See Contract Section C.5.a.(11) for invoicing requirements regarding hourly rates. The hourly rate shall be fully loaded to include all costs, administrative or otherwise, including travel expenses that the Contractor expects to charge; the State will not pay any additional fees apart from the hourly rate.

- ii. Within the fixed rate compensation category are the following customization services: development of new curriculum paths; development of new State-specific courses and/or labs; and development of new WBTs.

The fixed price shall be fully loaded to include all costs, administrative or otherwise, including travel expenses that the Contractor expects to charge; the State will not pay any additional fees apart from the fixed rate.

- b. The State will request customization services by submitting a Statement of Work (SOW) to the Contractor. The SOW will define the expected scope of the customization project.
- c. The Contractor may seek clarification of the State's SOW. The Contractor shall respond to the SOW with a written proposal that must include the following:
 - i. Complete description of the work to be performed as the Contractor understands it;
 - ii. Work plan showing the major activities needed to complete the engagement, including a time frame and tasks required. Note that the level of detail required in the work plan will be dependent upon the size and nature of the project. For example, an enhancement to an existing Curriculum Path would require less detail than the development of a new State-specific Learning Event.
 - iii. For hourly rate customization efforts, the Contractor must also provide a "not to exceed" total cost for the work in question. The State shall pay no more than this cost for the customization services engagement, unless the SOW is amended by the State due to requirement changes, which may increase the maximum potential compensation due the Contractor for the requested services. The Contractor shall provide supporting documentation which lists the number of hours that constitute the "not to exceed" cost.
- d. The State may request clarification of the Contractor's proposal. The Contractor shall update its proposal if and as needed and re-submit the proposal to the State.
- e. The State has the sole discretion to accept the Contractor's proposal and authorize the engagement or reject the proposal in its entirety and cancel the engagement request.

A.11. Contract Not Unique. The Contractor understands and agrees that the State may, at its sole option, procure services the same as or similar to those described herein, from sources other than this Contract; including, but not limited to, other private sector suppliers or Tennessee Board of Regents (TBR) educational institutions and universities.

A.12. Reports.

- a. The Contractor must provide reports and a database to the State that provides standard and custom reporting capabilities. The database must be compatible with the Crystal Reports reporting tool.

The information the State will require on these reports will include, but not be limited to, the following:

- i. Class Roster

- ii. Participant Enrollment History
 - iii. Participant Learning History
 - iv. Participant Evaluation Reports
 - v. Class Attendance
 - vi. No Shows, Withdraws, and Substitutions
 - vii. Complete/Incomplete
 - viii. Pass/Fail
 - ix. Aggregate Mean of Pre-Event Scores per Event
 - x. Aggregate Mean of Post-Event Scores per Event
 - xi. Assessment Results
- b. The Contractor must provide the capability to sort the above information in various ways, including, but not limited to "Job Classification," "State agency," "Instructor," etc.
 - c. The Contractor will enter a participant's attendance, grade, pre- and post-test scores and other data identified by the State into the Contractor's database within forty-eight (48) hours of the end of the Learning Event.
 - d. The Contractor shall provide a database capable of being queried upon by the State using Crystal Reports (Business Objects) software. The Contractor will not be responsible for providing the State with Crystal Reports (Business Objects) licenses.
 - e. During the planning phase, the Contractor and State will agree upon the information necessary to capture the information when the State is querying the Contractor's database using Crystal Reports (Business Objects).
 - f. The Contractor must provide reports that furnish required information for the State's Edison system which is the system of record.

A.13. Knowledge Center / Portal.

- a. The Contractor will be required to host and maintain a portal / website dedicated to and customized for this Contract that will provide a knowledge center for participants identified for this training initiative.
- b. The design of the website, inclusive of the site map, page layout, color/font scheme and branding, static content and any documents which can be accessed via or downloaded from the website, must be prior approved in writing by the State. Additionally, the Contractor shall obtain prior, written approval from the State for any links from the site to an external (governmental and non-governmental) website/portal or webpage.
- c. At a minimum, the portal shall contain a home page with general information and the capability to link to and/or support frequently asked questions (FAQs), Wikis, podcasts, webinars, moderated forums, blogs, micro-content, learning materials, participant materials, and web-based training content. The State reserves the right to add, delete, or revise categories as needed.
- d. The State and Contractor, jointly, will have responsibility for creating the content and monitoring blogs, Wikis and other social media.
- e. The Contractor shall update the content and/or documents to be posted to the portal within two (2) business days of the State's approval of changes and/or new content.
- f. The portal shall be operational within thirty (30) days after Contract signature. Course materials should be available through the portal two (2) weeks prior to a Learning Event.
- g. The Contractor shall host the portal on a Contractor-owned/operated server, which shall be located within the continental United States and accessible 24X7, 365 days/year, unless otherwise scheduled for maintenance.

- h. All State-owned data shall reside in the continental United States.
- i. The Contractor shall provide two (2) week's written notice of any planned outage, via the Lead Project Manager, to the State.
- j. The Contractor shall provide technical assistance via phone (toll-free number) and/or online live chat to end users of the portal from, at a minimum, the hours of 7:00am - 10:00pm (CT), Monday-Friday and the hours of 10:00am – 3:00pm (CT) Saturday and Sunday with the exception of State holidays.
- k. The Contractor shall obtain and cover the cost of the domain name for the website/portal. The Contractor shall transfer ownership of the domain name to the State upon termination of this Contract without delay and at no cost to the State. The State will own all State-specific content.
- l. The portal will not be used for Learning Administration services.

A.14. Learning Administration.

- a. The Contractor shall provide Learning Administration services, as determined by and agreed upon with the State, for the State and shall conduct these services through a Learning Management System (LMS).
- b. Scheduling: The Contractor shall schedule all calendar-dependent Learning Events (ILT, OLL, all Labs) in its LMS.
- c. Completion: The Contractor's LMS will:
 - i. Record participant completion or incompleteness of a Learning Event.
 - ii. Record participant pass/fail for each Learning Event.
 - iii. Provide participant, via email or other electronic means, the ability to view and/or download and print proof of Learning Event completion.
- d. The Contractor will adhere to industry standard policies for rescheduling and cancellation of Learning Events.
- e. Following a no-show, the Contractor will provide a reasonable amount of time, not to exceed six (6) months, for a participant to participate in the same Learning Event at no cost to the State.

A.15. Certifications.

- a. The Contractor shall provide accredited courses/training, where possible, that are adequate to prepare participants who choose to seek certification on their own outside of this Contract.
- b. The Contractor shall provide accredited Learning Events that provide Professional Development Units (PDU's) and/or Continuing Education Units (CEU's) where possible. Participants with certifications should be able to earn PDUs and CEUs to maintain their certifications.

A.16. Transition at End of Contract. If, at the end of this contract period, a new proposer wins the contract for the next contract period, the last three (3) months of the current contract will serve as a mandatory transition phase.

- a. The Contractor agrees to fully cooperate with any subsequent Contractor(s) during this overlap time and make certain there is a smooth transition.

- b. The Contractor will submit a written transition plan for approval by the State three (3) months prior to the end of the current contract. The transition plan will address, but not be limited to, the following items:
 - i. A list of participants who have not completed their identified curriculum plan courses / labs and the courses/labs left to complete.
 - ii. Current status of any SOWs that are not complete and the remaining activities and timeframe for completion.
 - iii. Plan for transferring ownership of the domain name to the State upon termination of this Contract.
 - iv. Plan for transferring all State-specific content, participant data, all work products (with the exception of "Contractor Materials" as defined in Contract Section E.9.a.) and the method of transfer.

A.17. Definitions

- a. Assessment – Qualitative and/or quantitative determination of participant mastery of knowledge, skill, behavior presented in a Learning Event.
- b. Asynchronous – Asynchronous learning is a student-centered/self-directed learning approach that uses online learning resources to provide information sharing outside the constraints of time and place among a network of people.
- c. Beta Testing – The Pilot for ILT and/or OLL (if applicable) Learning Events.
- d. Day – A day is defined as six (6) instructional hours.
- e. Evaluation – The formal participant response to a Learning Event.
- f. Half-Day – A half-day is defined as three (3) instructional hours.
- g. Job Classification – A grouping of jobs which share one or more characteristics such as a profession, major function or level of education.
- h. Key Personnel – The Lead Project Manager and the Lead Facilitators are identified as the key personnel for this Contract.
- i. Knowledge, Skills, Abilities (KSA) –
 - i. Detailed individual knowledge, skills, and abilities specific to the given class.
 - ii. Used to develop supplemental questions for position, as well as specific technical questions for interview and performance management.
- j. Labs – Collective term for Learning Labs, Competency Labs, Micro-Labs, and Optional Team Labs.
- k. Learning Event – Any formal unit of instruction, including ILT, WBT, OLL, Facilitated Labs, etc.
- l. Micro-Lab – A Micro-Lab is a short "hands-on" exercise that takes place in the classroom setting, or perhaps online. It may last anywhere from an hour to a half day, and is intended to provide a reinforcement of the specific knowledge and skills being taught in the Learning Event. For example, a Micro-Lab in the Project Management track may involve setting up tasks and resources in Microsoft Project and then doing resource leveling and finding the critical path over those tasks. A Micro-Lab in an Object Oriented programming class may involve creating multiple class hierarchies from an interface. A

day of classroom instruction may include one to three Micro-Labs. The longer micro-labs would be appropriate near the end of a course, in order to demonstrate how different concepts can work together in a more substantial example. Each Micro-Lab will have a definite objective which the participant must achieve in order to complete the activity, and this completion will count as part of the overall assessment for the course. Micro-Labs should be taught by the same Instructor who has presented the class.

- m. Participants – Individual State employees identified by the State to participate in a Learning Event.
- n. Soft skills - i.e., Business Process, Communication, Leadership, Practical Reasoning.
- o. Synchronous – Synchronous learning refers to a learning environment (usually on-line) in which everyone takes part at the same time.
- p. Work Product – Includes the following: (1) any and all documentation and/or content created by the Contractor related to all Learning Events, including, but not limited to Curriculum Paths, course content [instructor notes, student material content, learning content, labs and exercises, etc.], assessment tools, extract file layouts, database layouts, etc.; (2) computer source code; and (3) all data provided to Contractor by the State (including material provided by State employees participating in Learning Events conducted by Contractor) and all data generated by Contractor in the performance of this Contract.

B. CONTRACT PERIOD:

This Contract shall be effective for the period beginning October 11, 2013, and ending on October 10, 2018. The Contractor hereby acknowledges and affirms that the State shall have no obligation for services rendered by the Contractor which were not performed within this specified contract period.

C. PAYMENT TERMS AND CONDITIONS:

- C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed **Written Dollar Amount (\$Number)**. The payment rates in section C.3 shall constitute the entire compensation due the Contractor for all service and Contractor obligations hereunder regardless of the difficulty, materials or equipment required. The payment rates include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor.

The Contractor is not entitled to be paid the maximum liability for any period under the Contract or any extensions of the Contract for work not requested by the State. The maximum liability represents available funds for payment to the Contractor and does not guarantee payment of any such funds to the Contractor under this Contract unless the State requests work and the Contractor performs said work. In which case, the Contractor shall be paid in accordance with the payment rates detailed in section C.3. The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract.

- C.2. Compensation Firm. The payment rates and the maximum liability of the State under this Contract are firm for the duration of the Contract and are not subject to escalation for any reason unless amended.

- C.3. Payment Methodology. The Contractor shall be compensated based on the payment rates herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in section C.1.

- a. The Contractor's compensation shall be contingent upon the satisfactory completion of units, milestones, or increments of service defined in section A.

- b. The Contractor shall be compensated for said units, milestones, or increments of service based upon the following payment rates:

Service Description	Amount (per compensable increment)				
	CONTRACT YEAR 1	CONTRACT YEAR 2	CONTRACT YEAR 3	CONTRACT YEAR 4	CONTRACT YEAR 5
Existing Course Customization (Contract Sections A.5.a.i.(1) and (2), A.5.a.ii., A.9.c. and A.10.a.i.)	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour
Existing Lab Customization (Learning, Competency, and Optional Team Labs). See Contract Sections A.5.a.i.(4) and (5), A.9.c. and A.10.a.i.	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour
Existing WBT Customization (Contract Section A.5.a.i.(3) and A.10.a.i.)	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour
Enhancement of Existing Curriculum Paths (Contract Sections A.8., A.9.c., and A.10.a.i.)	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour
Professional Services Rate (Contract Section A.10.a.i.)	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour	\$(NUMBER) per Hour
Instructor Led Training (ILT) Instruction. Fixed price per day to conduct/ facilitate the Learning Event. (Contract Section A.5.a.i.(1))	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day
On-Line Live (OLL) Instruction. Fixed price per day to conduct/ facilitate the Learning Event. (Contract Section A.5.a.i.(2))	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day
Lab Facilitation (Learning, Competency, and Optional Team Lab). Fixed price per day to conduct/ facilitate the Learning Event. (Contract Sections A.5.a.i.(4) and (5), and A.5.a.ii)	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day	\$(NUMBER) per Day
Existing Web-Based Training (WBT) Course. Price per content hour of existing WBT content. (Contract Section A.5.a.i.(3))	\$(NUMBER) per Existing WBT Content Hour	\$(NUMBER) per Existing WBT Content Hour	\$(NUMBER) per Existing WBT Content Hour	\$(NUMBER) per Existing WBT Content Hour	\$(NUMBER) per Existing WBT Content Hour
New Web-Based Training (WBT) Development. Fixed Price to develop a new WBT.	\$(NUMBER) per WBT	\$(NUMBER) per WBT	\$(NUMBER) per WBT	\$(NUMBER) per WBT	\$(NUMBER) per WBT

(Contract Sections A.5.a.i.(3) and A.10.a.ii.)					
New Curriculum Path Development. Fixed Price to develop a new Curriculum Path. (Contract Sections A.8. – A.8.g. and A.10.a.ii.)	\$[NUMBER] per Curriculum Path	\$[NUMBER] per Curriculum Path	\$[NUMBER] per Curriculum Path	\$[NUMBER] per Curriculum Path	\$[NUMBER] per Curriculum Path
New Course Development. Fixed Price to develop a new Course. (Contract Sections A.5.a.i.(1) and (2) and A.10.a.ii.)	\$[NUMBER] per Course	\$[NUMBER] per Course	\$[NUMBER] per Course	\$[NUMBER] per Course	\$[NUMBER] per Course
New Lab Development (Learning, Competency, Optional Team Labs). Fixed Price to develop a new Lab. (Contract Sections A.5.a.i.(4) and (5), A.5.a.ii, and A.10.a.ii.)	\$[NUMBER] per Lab	\$[NUMBER] per Lab	\$[NUMBER] per Lab	\$[NUMBER] per Lab	\$[NUMBER] per Lab
Student Upcharge for each student over maximum classroom #, Fixed Price per student. (Contract Sections A.10.a.ii. and C.3.f.v.)	\$[NUMBER] per Student	\$[NUMBER] per Student	\$[NUMBER] per Student	\$[NUMBER] per Student	\$[NUMBER] per Student

- c. The Contractor shall not be compensated for travel time to the primary location of service provision.
- d. Hourly Rate – The Contractor will be compensated by an hourly rate for the following services. Using an SOW process, the Contractor will provide a fixed price estimate based on the \$ Rate per hour.
- i. Existing Course Customization
 - (1) Customization will be required for existing courses; classroom and virtual.
 - (2) Beta Testing is included and not charged separately.
 - ii. Existing Lab Customization
 - (1) Customization will be required for existing labs; learning, competency and optional team lab.
 - iii. Existing WBT Customization
 - (1) Customization will be required for existing WBTs.
 - iv. Enhancement of Existing Curriculum Paths
 - (1) Enhancement of existing Curriculum Paths as required in Contract Sections A.8.d., A.8.e, and A.8.g. and RFP Attachment 6.9.
 - v. Professional Services Rate
 - (1) The Contractor may be required to provide services that are not identified in the Scope of Services or elsewhere in the Contract.
 - (2) If appropriate, Beta Testing is included and not charged separately.

- e. Fixed Price Per Day - The Contractor will be compensated by a fixed price per day for the following services.
- i. ILT Instructor's Services will include:
 - (1) Expenses – meals, mileage, and lodging
 - (2) Travel
 - (3) Classroom Setup including configuring and testing computers
 - (4) Install files and software
 - (5) Educational Licenses for software
 - (6) Student Materials – hardcopy or digital
 - (7) LMS
 - (8) Knowledge Center / Portal
 - (9) Level 1, Level 2 Evaluations
 - (10) Level 3 (upon request)
 - ii. OLL Instructor's Services will include:
 - (1) Classroom Setup including configuring and testing computers
 - (2) Educational Licenses for software
 - (3) Install files and software
 - (4) Student Materials – hardcopy or digital
 - (5) LMS
 - (6) Knowledge Center / Portal
 - (7) Level 1, Level 2 Evaluations
 - (8) Level 3 (upon request)
 - (9) Archive for participant retrieval up to six (6) months after course completion
 - iii. Lab Facilitation (Learning, Competency, and Optional Team Labs) will include:
 - (1) Lab Instructor Services by a Lead Facilitator and/or Facilitator will include all services listed in C.3.e.i. above.
 - (2) Competency Lab Assessments (See Contract Sections A.7.b and A.7.c.
- f. Fixed Price – The Contractor will be compensated a fixed price for the following services. Using an SOW process, the Contractor will provide a fixed price estimate.
- i. Web-based Training (WBT) Development will include:
 - (1) Development of each new complete WBT course as described in Contract Section A.5.a.i.(3).
 - ii. New Curriculum Path Development will include:
 - (1) Development of each new Curriculum Path as required in Contract Sections A.8.a. – A.8.g., Contract Attachment B, and RFP Attachments 6.7 and 6.9.
 - iii. New Course Development will include:
 - (1) Development of each new non-existing course, classroom and virtual, as required in Contract Sections A.5.a.i.(1) and (2).
 - (2) Beta Testing is included (OLL – if applicable) and not charged separately.
 - iv. New Lab Development will include:

- (1) Development will be required for each non-existing lab, learning, competency and optional team, as required in Contract Sections A.5.a.i.(4) and (5) and A.5.a.ii..
 - v. Student Upcharge for ILT and OLL Learning Events will include:
 - (1) Per student upcharge for each student over maximum classroom number.
 - (2) All services listed in Contract Sections C.3.e.i. (ILT) or C.3.e.ii. (OLL).
- g. Hourly Rate per Existing WBT Content Hour – The Contractor will be compensated an hourly rate for each hour of existing WBT content.
- i. WBT services will include:
 - (1) SCORM compliant
 - (2) up to six (6) student contact hours
 - (3) Average student interaction
 - (4) May have quizzes and final exam
- h. Licenses – The Contractor will be responsible for obtaining and maintaining all required licenses necessary for the execution of this Contract at no additional cost to the State; including any software and training materials needed to perform the services required by the Contract.
- C.4. Travel Compensation. The Contractor shall not be compensated or reimbursed for travel, meals, or lodging.
- C.5. Invoice Requirements. The Contractor shall invoice the State only for completed increments of service and for the amount stipulated in section C.3, above, and present said invoices no more often than monthly, with all necessary supporting documentation, to:

David Wooten
 Manager, Information Technology Training
 Department of Finance and Administration
 Office for Information Resources
 16th Floor, Tennessee Tower
 312 Rosa L. Parks Blvd
 Nashville, TN 37243
 Phone: 615-741-8420

- a. Each invoice shall clearly and accurately detail all of the following required information (calculations must be extended and totaled correctly).
 - (1) Invoice Number (assigned by the Contractor)
 - (2) Invoice Date
 - (3) Contract Number (assigned by the State)
 - (4) Customer Account Name: Department of Finance and Administration; Office for Information Resources
 - (5) Customer Account Number (assigned by the Contractor to the above-referenced Customer)
 - (6) Contractor Name
 - (7) Contractor Tennessee Edison Registration ID Number Referenced in Preamble of this Contract
 - (8) Contractor Contact for Invoice Questions (name, phone, and/or fax)
 - (9) Contractor Remittance Address
 - (10) Description of Delivered Service
 - (11) Complete Itemization of Charges, which shall detail the following:

- i. Service or Milestone Description (including name & title as applicable) of each service invoiced
- ii. Number of Completed Units, Increments, Hours, or Days as applicable, of each service invoiced
- iii. Applicable Payment Rate (as stipulated in Section C.3.) of each service invoiced
- iv. Amount Due by Service
- v. Total Amount Due for the invoice period

b. The Contractor understands and agrees that an invoice under this Contract shall:

- (1) include only charges for service described in Contract Section A and in accordance with payment terms and conditions set forth in Contract Section C;
- (2) only be submitted for completed service and shall not include any charge for future work;
- (3) not include sales tax or shipping charges; and
- (4) initiate the timeframe for payment (and any discounts) only when the State is in receipt of the invoice, and the invoice meets the minimum requirements of this section C.5.

C.6. Payment of Invoice. A payment by the State shall not prejudice the State's right to object to or question any payment, invoice, or matter in relation thereto. A payment by the State shall not be construed as acceptance of any part of the work or service provided or as approval of any amount invoiced.

C.7. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment theretofore made which are determined by the State, on the basis of audits conducted in accordance with the terms of this Contract, not to constitute proper remuneration for compensable services.

C.8. Deductions. The State reserves the right to deduct from amounts, which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee any amounts, which are or shall become due and payable to the State of Tennessee by the Contractor.

C.9. Prerequisite Documentation. The Contractor shall not invoice the State under this Contract until the State has received the following documentation properly completed.

- a. The Contractor shall complete, sign, and present to the State an "Authorization Agreement for Automatic Deposit (ACH Credits) Form" provided by the State. By doing so, the Contractor acknowledges and agrees that, once said form is received by the State, all payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee shall be made by Automated Clearing House (ACH).
- b. The Contractor shall complete, sign, and present to the State a "Substitute W-9 Form" provided by the State. The taxpayer identification number detailed by said form must agree with the Contractor's Federal Employer Identification Number or Tennessee Edison Registration ID referenced in this Contract.

D. STANDARD TERMS AND CONDITIONS:

D.1. Required Approvals. The State is not bound by this Contract until it is signed by the contract parties and approved by appropriate officials in accordance with applicable Tennessee laws and regulations (depending upon the specifics of this contract, said officials may include, but are not limited to, the Commissioner of Finance and Administration, the Commissioner of Human Resources, and the Comptroller of the Treasury).

D.2. Modification and Amendment. This Contract may be modified only by a written amendment signed by all parties hereto and approved by both the officials who approved the base contract

and, depending upon the specifics of the contract as amended, any additional officials required by Tennessee laws and regulations (said officials may include, but are not limited to, the Commissioner of Finance and Administration, the Commissioner of Human Resources, and the Comptroller of the Treasury).

- D.3. Termination for Convenience. The State may terminate this Contract without cause for any reason. Said termination shall not be deemed a breach of contract by the State. The State shall give the Contractor at least thirty (30) days written notice before the effective termination date. The Contractor shall be entitled to compensation for satisfactory, authorized service completed as of the termination date, but in no event shall the State be liable to the Contractor for compensation for any service which has not been rendered. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.
- D.4. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any terms of this Contract, the State shall have the right to immediately terminate the Contract and withhold payments in excess of fair compensation for completed services. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any breach of this Contract by the Contractor.
- D.5. Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the State. If such subcontracts are approved by the State, each shall contain, at a minimum, sections of this Contract below pertaining to "Conflicts of Interest," "Nondiscrimination," and "Records" (as identified by the section headings). Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work performed.
- D.6. Conflicts of Interest. The Contractor warrants that no part of the total Contract Amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed relative to this Contract.
- The Contractor acknowledges, understands, and agrees that this Contract shall be null and void if the Contractor is, or within the past six months has been, an employee of the State of Tennessee or if the Contractor is an entity in which a controlling interest is held by an individual who is, or within the past six months has been, an employee of the State of Tennessee.
- D.7. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
- D.8. Prohibition of Illegal Immigrants. The requirements of *Tennessee Code Annotated*, Section 12-4-124, *et seq.*, addressing the use of illegal immigrants in the performance of any Contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.

- a. The Contractor hereby attests, certifies, warrants, and assures that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document at Attachment A, hereto, semi-annually during the period of this

Contract. Such attestations shall be maintained by the Contractor and made available to state officials upon request.

- b. Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the period of this Contract, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work relative to this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work relative to this Contract. Attestations obtained from such subcontractors shall be maintained by the Contractor and made available to state officials upon request.
 - c. The Contractor shall maintain records for all personnel used in the performance of this Contract. Said records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.
 - d. The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of *Tennessee Code Annotated*, Section 12-4-124, *et seq.* for acts or omissions occurring after its effective date. This law requires the Commissioner of Finance and Administration to prohibit a contractor from contracting with, or submitting an offer, proposal, or bid to contract with the State of Tennessee to supply goods or services for a period of one year after a contractor is discovered to have knowingly used the services of illegal immigrants during the performance of this Contract.
 - e. For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not either a United States citizen, a Lawful Permanent Resident, or a person whose physical presence in the United States is authorized or allowed by the federal Department of Homeland Security and who, under federal immigration laws and/or regulations, is authorized to be employed in the U.S. or is otherwise authorized to provide services under the Contract.
- D.9. Records. The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.
- D.10. Prevailing Wage Rates. All contracts for construction, erection, or demolition or to install goods or materials that involve the expenditure of any funds derived from the State require compliance with the prevailing wage laws as provided in *Tennessee Code Annotated*, Section 12-4-401, *et seq.*
- D.11. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.
- D.12. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.
- D.13. Strict Performance. Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.
- D.14. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint venturers, or associates of one another. It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this

Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

The Contractor, being an independent contractor and not an employee of the State, agrees to carry adequate public liability and other appropriate forms of insurance, including adequate public liability and other appropriate forms of insurance on the Contractor's employees, and to pay all applicable taxes incident to this Contract.

- D.15. State Liability. The State shall have no liability except as specifically provided in this Contract.
- D.16. Force Majeure. The obligations of the parties to this Contract are subject to prevention by causes beyond the parties' control that could not be avoided by the exercise of due care including, but not limited to, natural disasters, riots, wars, epidemics, or any other similar cause.
- D.17. State and Federal Compliance. The Contractor shall comply with all applicable State and Federal laws and regulations in the performance of this Contract.
- D.18. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Contractor agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee in actions that may arise under this Contract. The Contractor acknowledges and agrees that any rights or claims against the State of Tennessee or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under *Tennessee Code Annotated*, Sections 9-8-101 through 9-8-407.
- D.19. Completeness. This Contract is complete and contains the entire understanding between the parties relating to the subject matter contained herein, including all the terms and conditions of the parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties relating hereto, whether written or oral.
- D.20. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.
- D.21. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.

E. SPECIAL TERMS AND CONDITIONS:

- E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, these special terms and conditions shall control.
- E.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by certified, first class mail, return receipt requested and postage prepaid, by overnight courier service with an asset tracking system, or by EMAIL or facsimile transmission with recipient confirmation. Any such communications, regardless of method of transmission, shall be addressed to the respective party at the appropriate mailing address, facsimile number, or EMAIL address as set forth below or to that of such other party or address, as may be hereafter specified by written notice.

The State:

David Wooten
Manager, Information Technology Training
Department of Finance and Administration

Office for Information Resources
 16th Floor, Tennessee Tower
 312 Rosa L. Parks Blvd
 Nashville, TN 37243
 Phone: 615-741-8420
 Fax: 615-532-0471

The Contractor:

Contractor Contact Name & Title
 Contractor Name
 Address
 Email Address
 Telephone # Number
 FAX # Number

All instructions, notices, consents, demands, or other communications shall be considered effectively given upon receipt or recipient confirmation as may be required.

- E.3. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State and/or Federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate the Contract upon written notice to the Contractor. Said termination shall not be deemed a breach of Contract by the State. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. Should such an event occur, the Contractor shall be entitled to compensation for all satisfactory and authorized services completed as of the termination date. Upon such termination, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.
- E.4. Tennessee Consolidated Retirement System. The Contractor acknowledges and understands that, subject to statutory exceptions contained in *Tennessee Code Annotated*, Section 8-36-801, *et. seq.*, the law governing the Tennessee Consolidated Retirement System (TCRS), provides that if a retired member of TCRS, or of any superseded system administered by TCRS, or of any local retirement fund established pursuant to *Tennessee Code Annotated*, Title 8, Chapter 35, Part 3 accepts state employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of "employee/employer" and not that of an independent contractor, the Contractor, if a retired member of TCRS, may be required to repay to TCRS the amount of retirement benefits the Contractor received from TCRS during the period of this Contract.
- E.5. Tennessee Department of Revenue Registration. The Contractor shall be registered with the Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this Contract.
- E.6. Insurance. The Contractor shall carry adequate liability and other appropriate forms of insurance.
- a. The Contractor shall maintain, at minimum, the following insurance coverage:
- (1) Workers' Compensation/ Employers' Liability (including all states coverage) with a limit not less than the relevant statutory amount or one million dollars (\$1,000,000) per occurrence for employers' liability whichever is greater.
 - (2) Comprehensive Commercial General Liability (including personal injury & property damage, premises/operations, independent contractor, contractual liability and completed operations/products) with a bodily injury/property damage combined single limit not less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate.

- (3) Automobile Coverage (including owned, leased, hired, and non-owned vehicles) with a bodily injury/property damage combined single limit not less than one million dollars (\$1,000,000) per occurrence.

- b. At any time State may require the Contractor to provide a valid Certificate of Insurance detailing Coverage Description; Insurance Company & Policy Number; Exceptions and Exclusions; Policy Effective Date; Policy Expiration Date; Limit(s) of Liability; and Name and Address of Insured. Failure to provide required evidence of insurance coverage shall be a material breach of this Contract.

- E.7. Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Contractor by the State or acquired by the Contractor on behalf of the State shall be regarded as confidential information in accordance with the provisions of applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards. Such confidential information shall not be disclosed, and all necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards.

The Contractor's obligations under this section do not apply to information in the public domain; entering the public domain but not from a breach by the Contractor of this Contract; previously possessed by the Contractor without written obligations to the State to protect it; acquired by the Contractor without written restrictions against disclosure from a third party which, to the Contractor's knowledge, is free to disclose the information; independently developed by the Contractor without the use of the State's information; or, disclosed by the State to others without restrictions against disclosure. Nothing in this paragraph shall permit Contractor to disclose any information that is confidential under federal or state law or regulations, regardless of whether it has been disclosed or made available to the Contractor due to intentional or negligent actions or inactions of agents of the State or third parties.

It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Contract.

- E.8. Printing Authorization. The Contractor agrees that no publication coming within the jurisdiction of *Tennessee Code Annotated*, Section 12-7-101, *et. seq.*, shall be printed pursuant to this contract unless a printing authorization number has been obtained and affixed as required by *Tennessee Code Annotated*, Section 12-7-103 (d).
- E.9. State Ownership of Work Products. The State shall have ownership, right, title, and interest, including ownership of copyright, in all work products (as defined in Contract Section A.17.p) including computer source code, created, designed, developed, derived, documented, installed, or delivered under this Contract subject to the next subsection and full and final payment for each "Work Product." The State shall have royalty-free and unlimited rights and license to use, disclose, reproduce, publish, distribute, modify, maintain, or create derivative works from, for any purpose whatsoever, all said Work Products.
- a. To the extent that the Contractor uses any of its pre-existing, proprietary or independently developed tools, materials or information ("Contractor Materials") the Contractor shall retain all right, title and interest in and to such Contractor Materials, and the State shall acquire no right, title or interest in or to such Contractor Materials EXCEPT the Contractor grants to the State an unlimited, non-transferable license to use, copy and distribute internally, solely for the State's internal purposes, any Contractor Materials reasonably associated with any Work Product provided under the Contract.
 - b. The Contractor shall furnish such information and data as the State may request, including but not limited to computer code, that is applicable, essential, fundamental, or

intrinsic to any Work Product and Contractor Materials reasonably associated with any Work Product, in accordance with this Contract and applicable state law.

- c. Nothing in this Contract shall prohibit the Contractor's use for its own purposes of the general knowledge, skills, experience, ideas, concepts, know-how, and techniques obtained and used during the course of providing the services requested under this Contract.
 - d. Nothing in the Contract shall prohibit the Contractor from developing for itself, or for others, materials which are similar to and/or competitive with those that are produced under this Contract.
- E.10. State Furnished Property. The Contractor shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible, personal property furnished by the State for the Contractor's temporary use under this Contract. Upon termination of this Contract, all property furnished shall be returned to the State in good order and condition as when received, reasonable use and wear thereof excepted. Should the property be destroyed, lost, or stolen, the Contractor shall be responsible to the State for the residual value of the property at the time of loss.
- E.11. Incorporation of Additional Documents. Each of the following documents is included as a part of this Contract by reference. In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these items shall govern in order of precedence below.
- a. this Contract document with any attachments or exhibits (excluding the items listed at subsections b. through e., below);
 - b. any clarifications of or addenda to the Contractor's proposal seeking this Contract;
 - c. the State solicitation, as may be amended, requesting proposals in competition for this Contract;
 - d. any technical specifications provided to proposers during the procurement process to award this Contract;
 - e. the Contractor's proposal seeking this Contract.
- E.12. Prohibited Advertising. The Contractor shall not refer to this Contract or the Contractor's relationship with the State hereunder in commercial advertising in such a manner as to state or imply that the Contractor or the Contractor's services are endorsed. It is expressly understood and agreed that the obligations set forth in this section shall survive the termination of this Contract in perpetuity.
- E.13. Contractor Commitment to Diversity. The Contractor shall comply with and make reasonable business efforts to exceed the commitment to diversity represented by the Contractor's proposal responding to RFP – 31701-03084 (RFP Attachment 6.2., Section B, Item Ref. B.15.) and resulting in this Contract.
- The Contractor shall assist the State in monitoring the Contractor's performance of this commitment by providing, as requested, a quarterly report of participation in the performance of this Contract by small business enterprises and businesses owned by minorities, women, and persons with a disability. Such reports shall be provided to the state of Tennessee Governor's Office of Diversity Business Enterprise in form and substance as required by said office.
- E.14. Limitation of Liability. The parties agree that the Contractor's liability under this Contract shall be limited to an amount equal to two (2) times the Maximum Liability amount detailed in section C.1. and as may be amended, PROVIDED THAT in no event shall this section limit the liability of the Contractor for intentional torts, criminal acts, or fraudulent conduct.

E.15. Copyrights and Patents. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State for infringement of any laws regarding patents or copyrights which may arise from the Contractor's performance of this Contract. In any such action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any final judgment for infringement. The Contractor further agrees it shall be liable for the reasonable fees of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State. The State shall give the Contractor written notice of any such claim or suit and full right and opportunity to conduct the Contractor's own defense thereof.

E.16. Breach. A party shall be deemed to have breached the Contract if any of the following occurs:

- failure to perform in accordance with any term or provision of the Contract;
- partial performance of any term or provision of the Contract;
- any act prohibited or restricted by the Contract, or
- violation of any warranty.

For purposes of this Contract, these items shall hereinafter be referred to as a "Breach."

a. Contractor Breach— The State shall notify Contractor in writing of a Breach.

- (1) In event of a Breach by Contractor, the State shall have available the remedy of Actual Damages and any other remedy available at law or equity.
- (2) Liquidated Damages— In the event of a Breach, the State may assess Liquidated Damages. The State shall notify the Contractor of amounts to be assessed as Liquidated Damages. The parties agree that due to the complicated nature of the Contractor's obligations under this Contract it would be difficult to specifically designate a monetary amount for a Breach by Contractor as said amounts are likely to be uncertain and not easily proven. Contractor hereby represents and covenants it has carefully reviewed the Liquidated Damages contained in referenced, Contract Attachment D and agree that said amounts represent a reasonable relationship between the amount and what might reasonably be expected in the event of Breach, and are a reasonable estimate of the damages that would occur from a Breach. It is hereby agreed between the parties that the Liquidated Damages represent solely the damages and injuries sustained by the State in losing the benefit of the bargain with Contractor and do not include any injury or damage sustained by a third party. The Contractor agrees that the liquidated damage amount is in addition to any amounts Contractor may owe the State pursuant to the indemnity provision or other section of this Contract.

The State may continue to withhold the Liquidated Damages or a portion thereof until the Contractor cures the Breach, the State exercises its option to declare a Partial Default, or the State terminates the Contract. The State is not obligated to assess Liquidated Damages before availing itself of any other remedy. The State may choose to discontinue Liquidated Damages and avail itself of any other remedy available under this Contract or at law or equity; provided, however, Contractor shall receive a credit for said Liquidated Damages previously withheld except in the event of a Partial Default.

- (3) Partial Default— In the event of a Breach, the State may declare a Partial Default. In which case, the State shall provide the Contractor written notice of: (1) the date which Contractor shall terminate providing the service associated with the Breach; and (2) the date the State will begin to provide the service associated with the Breach. Notwithstanding the foregoing, the State may revise the time periods contained in the notice written to the Contractor.

In the event the State declares a Partial Default, the State may withhold, together with any other damages associated with the Breach, from the amounts due the Contractor the greater of: (1) amounts which would be paid the Contractor to provide the defaulted service; or (2) the cost to the State of providing the defaulted service, whether said service is provided by the State or a third party. To determine the amount the Contractor is being paid for any particular service, the Department shall be entitled to receive within five (5) days any requested material from Contractor. The State shall make the final and binding determination of said amount.

The State may assess Liquidated Damages against the Contractor for any failure to perform which ultimately results in a Partial Default with said Liquidated Damages to cease when said Partial Default is effective. Upon Partial Default, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount. Contractor agrees to cooperate fully with the State in the event a Partial Default is taken.

- (4) **Contract Termination**— In the event of a Breach, the State may terminate the Contract immediately or in stages. The Contractor shall be notified of the termination in writing by the State. Said notice shall hereinafter be referred to as Termination Notice. The Termination Notice may specify either that the termination is to be effective immediately, on a date certain in the future, or that the Contractor shall cease operations under this Contract in stages. In the event of a termination, the State may withhold any amounts which may be due Contractor without waiver of any other remedy or damages available to the State at law or at equity. The Contractor shall be liable to the State for any and all damages incurred by the State and any and all expenses incurred by the State which exceed the amount the State would have paid Contractor under this Contract. Contractor agrees to cooperate with the State in the event of a Contract Termination or Partial Takeover.

- b. **State Breach**— In the event of a Breach of Contract by the State, the Contractor shall notify the State in writing within 30 days of any Breach of Contract by the State. Said notice shall contain a description of the Breach. Failure by the Contractor to provide said written notice shall operate as an absolute waiver by the Contractor of the State's Breach. In no event shall any Breach on the part of the State excuse the Contractor from full performance under this Contract. In the event of Breach by the State, the Contractor may avail itself of any remedy at law in the forum with appropriate jurisdiction; provided, however, failure by the Contractor to give the State written notice and opportunity to cure as described herein operates as a waiver of the State's Breach. Failure by the Contractor to file a claim before the appropriate forum in Tennessee with jurisdiction to hear such claim within one (1) year of the written notice of Breach shall operate as a waiver of said claim in its entirety. It is agreed by the parties this provision establishes a contractual period of limitations for any claim brought by the Contractor.

- E.17. **Partial Takeover.** The State may, at its convenience and without cause, exercise a partial takeover of any service which the Contractor is obligated to perform under this Contract, including but not limited to any service which is the subject of a subcontract between Contractor and a third party, although the Contractor is not in breach (hereinafter referred to as "Partial Takeover"). Said Partial Takeover shall not be deemed a Breach of Contract by the State. Contractor shall be given at least 30 days prior written notice of said Partial Takeover with said notice to specify the area(s) of service the State will assume and the date of said assumption. Any Partial Takeover by the State shall not alter in any way Contractor's other obligations under this Contract. The State may withhold from amounts due the Contractor the amount the Contractor would have been paid to deliver the service as determined by the State. The amounts shall be withheld effective as of the date the State assumes the service. Upon Partial Takeover, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

- E.18. Unencumbered Personnel. All persons assigned by the Contractor to perform services for the State under this Contract, whether they are employees, agents, subcontractors, or principals of the Contractor, shall not be subject to any employment contract or restrictive covenant provisions which would preclude those persons from performing the same or similar services for the State after the termination of this Contract, either as a State employee, an independent contractor, or an employee, agent, subcontractor or principal of another contractor with the State. If the Contractor provides the State with the services of any person subject to a restrictive covenant or contractual provision in violation of this provision, any such restrictive covenant or contractual provision will be void and unenforceable, and the Contractor will pay the State and any person involved all of its expenses, including attorneys fees, caused by attempts to enforce such provisions.
- E.19. Disclosure of Personal Identity Information. The Contractor shall report to the State any instances of unauthorized disclosure of confidential information that come to the attention of the Contractor. Any such report shall be made by the Contractor within twenty-four (24) hours after the instance has come to the attention of the Contractor. The Contractor, at the sole discretion of the State, shall provide no cost credit monitoring services for individuals that are deemed to be part of a potential disclosure. The Contractor shall bear the cost of notification to individuals having personal identity information involved in a potential disclosure event, including individual letters and/or public notice.

IN WITNESS WHEREOF,

CONTRACTOR LEGAL ENTITY NAME:

CONTRACTOR SIGNATURE

DATE

PRINTED NAME AND TITLE OF CONTRACTOR SIGNATORY (above)

DEPARTMENT OF FINANCE AND ADMINISTRATION:

LARRY B. MARTIN, COMMISSIONER

DATE

CONTRACT ATTACHMENT A**ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE**

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

CONTRACTOR SIGNATURE

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

PRINTED NAME AND TITLE OF SIGNATORY

DATE OF ATTESTATION

CONTRACT ATTACHMENT B**JOB CLASSIFICATIONS**

As described in Contract Section A.8, the four (4) fully-developed Curriculum Paths that existed prior to the execution of this Contract are as follows:

1. Database Administrator
2. Developer
3. Project Manager
4. Business Analyst

The Contractor will be responsible for developing or enhancing Curriculum Paths for the remaining Job Classifications:

1. Application Architect
2. Data Architect
3. Unified Communications Specialist
4. Network Architect
5. Network DC Ops Administrator
6. Business Solutions Architect
7. Disaster Recovery
8. Web Administrator
9. Content Designer
10. BI Analyst
11. Business Technical Support
12. Production Control Analyst
13. Systems Administrator
14. Network Operations Administrator
15. IT Business Administrator
16. Information Security Analyst
17. Tester
18. QA Analyst
19. IT Support Specialist
20. Server Administrator
21. Workstation Engineer
22. GIS Analyst
23. Helpdesk Specialist
24. Workstation Specialist

The State reserves the right to add additional Job Classifications or to group the Job Classifications throughout the life of the Contract. The Contractor must obtain State approval of any development or enhancement of Curriculum Paths prior to implementing.

CONTRACT ATTACHMENT C

Tennessee Information Resources Architecture

This is a placeholder for the *Tennessee Information Resources Architecture*, which will be inserted at contract execution.

CONTRACT ATTACHMENT D

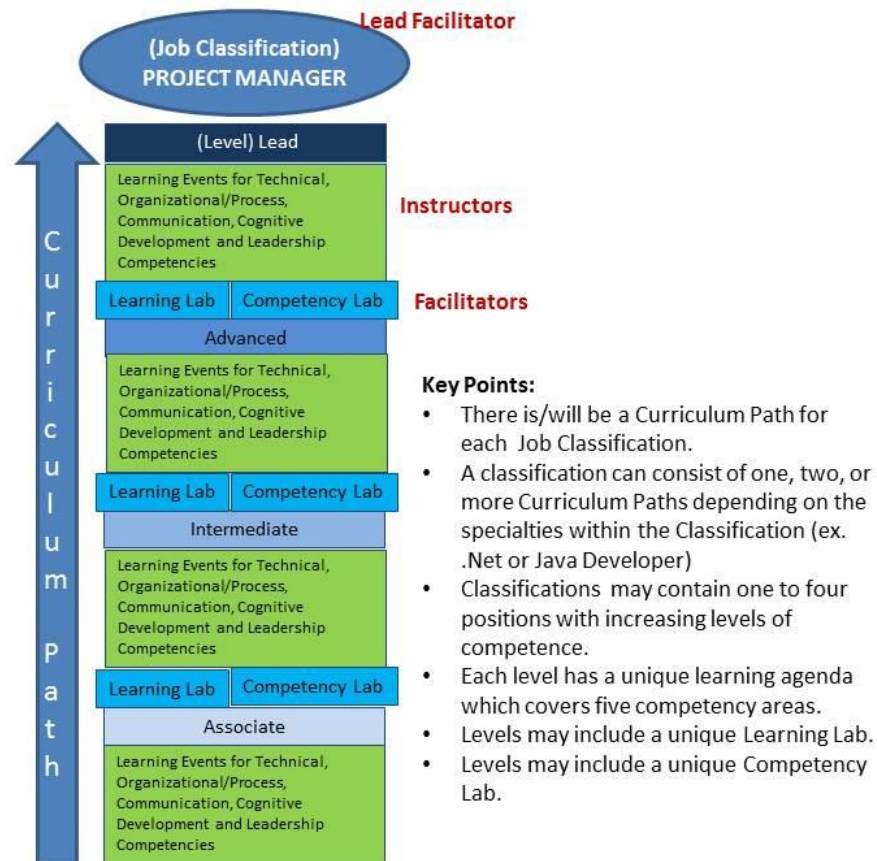
Service Level Agreements

Performance Area	Performance Item	Performance Period	Liquidated Damages
Lead Project Manager or the Lead Facilitators – See Contract Section A.3.e.i.	Failure to replace the Lead Project Manager or the Lead Facilitators with staff acceptable to the State	Duration of the Contract	[INSERT THE BID AMOUNT PROPOSED BY THE SUCCESSFUL PROPOSER FOR AN ILT LEARNING EVENT (\$WRITTEN NUMBER)] per day
Lead Project Manager or the Lead Facilitators – See Contract Section A.3.e.ii.	Failure to provide the required notification of a minimum of five (5) business days prior to a change in key personnel assignments.	Duration of the Contract	[INSERT THE BID AMOUNT PROPOSED BY THE SUCCESSFUL PROPOSER FOR AN ILT LEARNING EVENT (\$WRITTEN NUMBER)] per instance
Ineffective Training – See Contract Section A.3.e.iii.	Failure to provide effective training for any Learning Event measured by metrics described in Contract Section A.3.e.iii.(2).	Duration of the Contract	<p>1. The Contractor shall compensate the State, in an amount equal to the cost of the Learning Event, as detailed in Contract Section C.3.b. This reimbursement shall be in the form of a future invoice reduction, or other means acceptable to the State.</p> <p>2. With regard to the Audit (Rubric) assessment instrument, the State may request that the Contractor replace the Instructor, Lead Facilitator, or Facilitator with personnel capable of providing a successful Learning Event.</p>

RFP ATTACHMENT 6.7

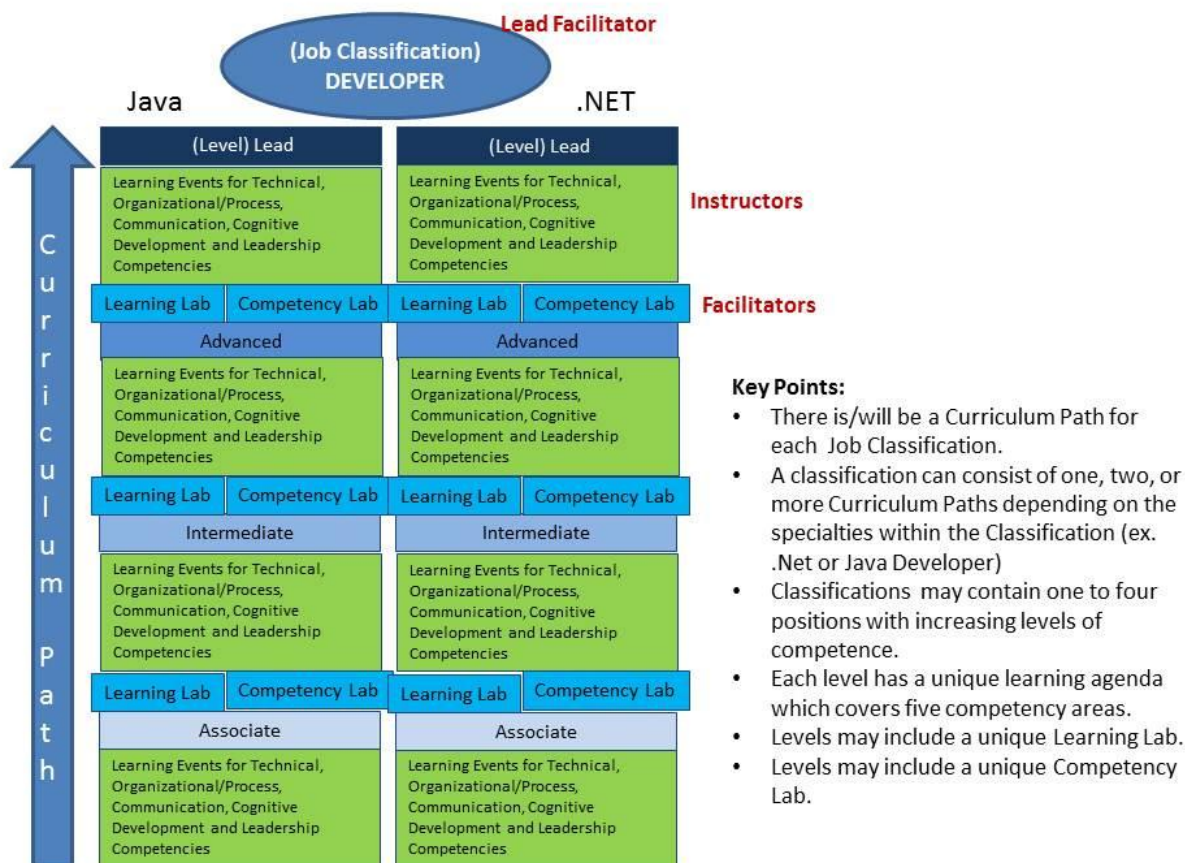
CURRICULUM PATH DESCRIPTION

The Project Manager Job Classification below shows one Curriculum Path. The majority of Job Classifications being developed will be a single path.



RFP ATTACHMENT 6.7 (cont.)

The Developer Job Classification below shows two Curriculum Paths which represent the Job Classifications being developed with more than one path.



RFP ATTACHMENT 6.8.**Evaluator Logins (User IDs and Passwords)**

The Proposer is to duplicate this table to provide responses to RFP Attachment 6.2, Section C, Item Refs. C.7. and C.13. If the User IDs and Passwords are the same, duplication of the table is not required.

Login #	User ID	Password
Login 1		
Login 2		
Login 3		
Login 4		
Login 5		

NOTE: Proposer must supply instructions for use of logins such as Sign-on, Website Name, and Contact Information in the event of access issues.

RFP ATTACHMENT 6.9**Existing Curriculum Paths**

The Contactor will develop and/or enhance the Curriculum Paths in accordance with the format found in the following Job Classification examples for Database Administrator, Developer, Project Manager, and Business Analyst. An acceptable Curriculum Path document must meet or exceed the level of detail and rigor contained in these examples. See Contract Section A.8., Curriculum Paths, for further detail.

The existing Curriculum Path examples are published separately at the following website:

<http://tn.gov/finance/oir/pcm/rfps.html>